

Customer Survey Shows Growing Trust and Satisfaction

In November 2024, we once again invited residential electric and water customers to share your insights on EWEB's performance, strategic priorities, utility programs, and initiatives. The survey, conducted by independent research firm GreatBlue Research, Inc. gathered responses from nearly 1,300 customers.

KEY FINDINGS

- Customer trust is growing: Nearly 70% of respondents report high trust in EWEB (+4 points from 2022).
- Reliability ratings are up: Satisfaction with water service reliability increased to 88% (+11 points), drinking water quality to 84% (+14 points), and electric service reliability and outage restoration to 79% (+11 points).

While many respondents appreciate our service reliability efforts, affordability remains a key priority—only 40% of respondents are satisfied with our efforts to control prices and costs, and 32% cited affordability and rate assistance as areas needing improvement. We take this feedback seriously and are exploring ways to address these concerns while maintaining quality and reliability. Two of EWEB's eight goals for 2025 focus on improving the impact of programs for customers facing affordability challenges, including targeted support for lower income households and rental units.

FOCUS ON ENVIRONMENTAL INITIATIVES

In honor of Earth Day, we want to share some of the survey results related to environmental stewardship.

KEY TAKEAWAY: Customers value EWEB's environmental and climate actions but expect reliability and affordability to remain the primary focus.



- Satisfaction with watershed protection surged from 49% in 2022 to 75% in 2024, showing strong community support for protecting our drinking water source.
- 66% of respondents support increased water bills to fund watershed protection, showing support for environmental efforts tied to core utility services.
 - Satisfaction with greenhouse gas reductions increased by 15 points to 58%, reflecting support for our focus on meeting electricity needs with low-carbon sources and assisting customers with their household carbon reduction efforts.
 - Sustainability ranks lower than other priorities, suggesting that while customers support environmental efforts, most value dependable and cost-effective energy over additional investments in renewables.

Find more about the survey results at eweb.org/CustomerSurvey.

Sustainability & Resilience: Key Ingredients of a Strong Community

At EWEB, we recognize that sustainability and resilience go hand in hand—reducing our environmental impact while strengthening our systems to ensure clean, reliable water and electricity today, tomorrow, and for generations to come.

By integrating sustainability with resilience, we are building a future that is both environmentally responsible and prepared for change.

In January 2022, your elected Board of Commissioners reaffirmed EWEB’s Climate Change Policy with directives for reducing emissions from both our energy supply and utility operations. In 2023, the Board expanded on this commitment by adopting a Resiliency Policy, ensuring that we continue to provide essential services even as critical infrastructure ages and new challenges arise.



Sustainability + Resilience in Action: EWEB and partners are restoring the natural functions of Finn Rock Reach along the McKenzie River, protecting natural resources and improving long-term drinking water quality.

Our Climate Change Policy

Providing affordable, low-carbon electricity

Advancing policies to cut carbon emissions in energy

Reducing greenhouse gas emissions from operations

Helping customers lower their carbon footprint

Preparing water and power systems for climate impacts

Sustainability focuses on minimizing carbon emissions and protecting natural resources.



Resilience is about making sure our infrastructure, workforce, and community can withstand and recover from challenges.

Our Resiliency Policy

Upgrading and maintaining infrastructure

Training employees for emergency response

Maintaining financial stability so we can invest in long-term solutions and respond to unexpected challenges

Partnering locally to help households stay prepared