



# MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

*Rely on us.*

TO: Commissioners Mital, Schlossberg, Helgeson, Brown and Carlson  
FROM: Lisa Krentz, Support Services Manager; Ken Baldwin, Physical Security Supervisor  
DATE: September 1, 2020  
SUBJECT: Physical Security Program Overview  
OBJECTIVE: Information Only

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## **Issue**

This correspondence provides background for the Physical Security Program overview that will be presented at the September meeting.

## **Discussion**

The safety and security of our employees and facilities, as well as compliance with laws, provides the foundation for EWEB to meet our responsibility to both customers and the community at large. Through the team's mission and vision, the Physical Security Department provides these safety and security services to EWEB.

The Mission of the Physical Security Department is to:

*Proactively serve our customers and community with 24/7 monitoring, patrolling, investigating, and training in support of EWEB's Strategic mission to provide Safe, Reliable and Affordable water and electricity. In support of this mission, we strive to provide a safe and secure work environment for our most important assets: our fellow employees; our physical assets, our infrastructure, and our natural resources.*

The Physical Security Program has evolved significantly over the last ten years, expanding from a department focused primarily on the Headquarters and Roosevelt Operations Center to one that encompasses the entirety of EWEB's facilities, both within and outside our service territory. The Security Team continues to partner with EWEB employees and local law enforcement agencies to develop critical business support services and strategies in response to emerging threats. Although security and personal safety is the responsibility of every individual, EWEB's Physical Security Department provides services necessary to allow employees to focus on their primary duties. To that end, the Vision of the department is:

*To serve the Utility in an enterprise-level capacity, using standardized security principles, to allow our fellow employees to focus on their own primary missions.*

EWEB employs an in-house team of professional Security Officers with a combined 143 years of experience. Primary duties of our officers include monitoring employee safety, managing homeless camping on EWEB properties, responding to customer complaints, assisting employees with difficult customer interactions, revising and developing policies and action plans, providing in-house de-escalation and active assailant training, patrolling critical infrastructure to deter theft and

vandalism, managing access control at EWEB facilities, and remote monitoring of sites. Our presentation at the Board meeting will highlight some of these primary duties, however we will not provide specific details on action plans.

**Requested Board Action**

No action requested. Please contact Lisa Krentz at 541-685-7450 or email at [lisa.krentz@eweb.org](mailto:lisa.krentz@eweb.org) with questions.