



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners McRae, Barofsky, Schlossberg, Brown, and Carlson
FROM: Julie McGaughey, CCO; Danielle Wright, Customer Operations Manager
DATE: October 1, 2024
SUBJECT: Revisions to Customer Service Policy
OBJECTIVE: Information only

Issue

EWEB plans to do a comprehensive review and multi-phased updates to the Customer Service Policy over the next year. The first phase contains the revisions necessary for consistency and compatibility with SAP and the EWEB Enterprise Solutions (EES) Program. This includes language that needs to be updated and some revisions to current programs. These changes to the Customer Service Policy are not substantive and do not require board action.

Discussion

The following changes to the Customer Service Policy are planned for revision.

Preface

Revision:

The term “Customer” has been updated to include “Business Partners” and “others who do business with EWEB”. The updated terminology is necessary for consistency with SAP.

1.3 Account Security Requirements

Revision:

The Guarantor program is being discontinued. Under the current Guarantor program, an individual takes financial responsibility for the customer instead of the customer needing a monetary deposit to secure their account. EWEB currently has only 16 active guarantors. At go-live with SAP, there are plans in place to assist these customers with account security in order to remove the guarantor from the account. EWEB will offer payment plans on deposits and will continue to offer the DG24 program where EWEB pays half of the deposit for eligible customers. All references to the Guarantor Program are being removed from the policy.

2.2 Bill Payment and Financial Assistance

Revision:

Updating language to remove mention of specific programs EWEB offers to allow flexibility in the future for changing and adding new programs.

“EWEB offers a variety of customer programs and assistance options for qualifying Account Holders. More information is available on eweb.org or by calling Customer Service.”

Appendix B – Electric Service Charges and Prices

P. Private Property Lighting Service- Schedule L-5

Revision:

The Lamp Type is being changed from High Pressure Sodium to Light Emitting Diode (LED). EWEB has changed the bulb type used for greater efficiency. A rate code does not exist in the current Customer Information System for bulb replacement to dedicated LED. We are building this rate code into SAP for future use. There is no change to the fee.

Requested Board Action

Information only.