



STRATEGIC & OPERATIONAL QUARTERLY REPORT | Q4 / YEAR-END 2023

March 5, 2024

Photo courtesy of Claire Wray, EWEB Communications Specialist



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On the Cover: Members of EWEB’s water team talked with local media about some key water resiliency projects at the site of the new, earthquake-proof water storage tanks at East 40th Avenue.

EXECUTIVE SUMMARY

The performance of the Eugene Water & Electric Board (EWEB), as measured by our annual objectives that include operational effectiveness and strategic progress and adherence to our values, was solid in 2023. While continuing to recognize the importance of daily execution and organizational values, some significant strategic decisions were made, and substantial progress achieved on major projects and strategic initiatives. However, despite outstanding overall performance, the organization continues to pursue opportunities to improve and adapt to our changing operating, social, physical, and public policy environment.

Safety continues to be demonstrated as a core value of the organization with most performance measures consistently good as compared to previous years or 3-year average. The annual Safety Health & Wellness Conference had the highest turnout and engagement in its many-year history. In the annual workers' compensation claims and insurance renewal review, EWEB remained in SAIF's Select Premium tier. The renewal process yielded a reduction in our MOD rating from 0.80 in 2023 to 0.79 in 2024. A MOD rating below 1.00 means the business is performing better than average compared to other businesses in the same industry and state. The Physical Security Department has begun to align the information we track with industry standards set by the Electric Information Sharing and Analysis Center (E-ISAC). Our proactive approach combined with significantly increased training standards has resulted in a significant drop in overall criminal activity beginning in Q3 and continuing through Q4.



Reliability remained solid in 2023. EWEB's "Source-to-Tap" and "Source-to-Switch" approach provides a comprehensive view of our "Rely on us" theme and our mission to enhance our community's vitality by delivering drinking water and electric services. In 2023, water quality remained excellent and no reportable levels of cyanotoxins were seen within or below the reservoirs, in tributaries, or in the mainstem McKenzie River. Water delivery reliability measurements (breaks, outages) were all better than industry benchmarks. Electric delivery benchmarks remained within the tolerance threshold and were stable in 2023. Both federally owned and EWEB owned hydro generation was 78% of expected. This lower than budgeted hydro generation reduced surplus sales, and at times, increased purchase power needs. Throughout the past few years, including 2023, the regulatory environment continued to become more dynamic, challenging, and costly. EWEB places a high level of importance on compliance and continues to invest resources to mitigate the areas of challenge.

Although unaudited as of this report, EWEB managed its finances and budgets effectively within the rates established for 2023. All financial metrics remain within Board targets except for "Rate of Return". Below average water supply in the Columbia Basin contributed to BPA Slice product allocations and EWEB owned generation performing below budget. Overall generation available for sale was less, reducing wholesale market sales from budget expectation. Trade volumes for purchases and sales were lower in 2023 compared to historical norms, causing wholesale net income to come in below budget. Overall, the Electric utility net income was \$13.4 million compared to a budget of \$8.7 million, mostly due to non-operating income exceeding budget by \$3.9 million. Net income of the Water utility was \$11.9 million in 2023, well above the budget of \$0.8 million mostly due to operating cost savings. A \$5 million Water Capital budget amendment was approved at the December Board meeting providing adequate authority for accelerated costs for approved projects.

Turbulent and tightening regulations, supply-side cost increases, tightening contractor and labor markets, and mitigating for disruptive forces and events (natural, legal, regulatory) are all increasing cost pressures on the organization. While other utilities are experiencing double digit rate increases, in 2023 the EWEB Board approved 2024 residential rate increases of 6.3% and 8.3% for electric and water, respectively. The Board and staff recognize the financial impact that utility services have on our customers and continue to work to be good stewards of their money. EWEB Customer Care (ECC) served over 5,000 customers and finished the year on target with the planned allocation of \$1.5M. EWEB also distributed \$1.4 million in federal LIHEAP (electric) assistance and \$335,000 in federal LIHWA (water) assistance.

EWEB overcame a significant early-year deficit in Energy Efficiency savings to deliver on annual targets. With increased incentives (particularly for limited income), enhancements to program eligibility requirements, and aggressive pursuit of low-cost, high-impact commercial projects, the utility achieved 14,320 MWhs of first-year savings, 106% of the 2023 target, which was set 30% higher than in 2022. In 2023, rental projects accounted for 15% of the residential sector, or 230 projects. EWEB's conservation programs are effective for drinking water also with water efficiency, water line replacement, limited-income leak repair, and leak detection combining to save over 57 million gallons of water.

EWEB's organizational goals represent the importance of both operational and strategic endeavors. The first two 2023 organizational goals represent fundamental responsibilities, necessary prerequisites enabling strategic pursuits. In 2023, EWEB substantially accomplished or made significant progress on all six (6) organizational goals, with most milestones or sub-goals (16 of 20) being achieved. Commissioners worked with staff to develop and approve a resiliency policy (SD22) and diversity, equity, and inclusion policy (SD23), endorsed the 2023 Integrated Resource Plan while approving the Action Plan, and approved the Leaburg Decommissioning Action Plan (January 2024). EWEB management developed and executed on several improvements as a result of our first baseline employee engagement survey in several years. In April 2023, after months of discussions, a new 4-year collective bargaining agreement with the IBEW union took effect. Significant resources, both financial and workforce with over 70 people, are being dedicated to the EWEB Enterprise Solutions (EES) project/program to modernize EWEB's financial and customer information systems (phase 1). Mapping all of the processes to migrate, while achieving the 90%+ out-of-box objective, was completed. However, while the scope is on target, the product development and configuration are slightly behind schedule. EWEB is working with our implementation partner (Deloitte) to mitigate schedule impacts. Completion of preliminary designs on EWEB's Willamette Drinking Water Treatment Plant and water intake occurred in 2023, with federal permitting and land use approvals in process for 2024.

From a performance perspective, EWEB had a solid 2023. These results came from the collaborative efforts of EWEB staff, Commissioners, suppliers, customers, the IBEW, and other stakeholders who have worked together. While this report does not capture completely the entire year, as its focus was the fourth quarter, there are many accomplishments described herein. As an organization dedicated to continuous improvement, we also recognize the importance of transparent assessment and the identification of areas to improve.

Thank you for your ongoing interest in EWEB, and for your support in helping us fulfill our mission to *"enhance our community's vitality by delivering drinking water and electric services consistent with the values of our customer-owners"*, now and in the future.

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTION REPORT

During Q4/2023, Commissioners took significant actions including but not limited to the following:

- Commissioners **approved SD23 Diversity, Equity, and Inclusion (DEI) Policy**. This newly created Policy acknowledges that the principles of DEI are foundational to the consistent application of our values as we pursue our vision and fulfill our mission. The Policy defines and describes the value of diversity, equity, and inclusion, as well as provides directives aimed at reducing and/or eliminating discrimination, and continually improving DEI by focusing on actions related to Access to Products and Services, Workforce, Engagement, and the Board of Commissioners.
- The Board determined it is **appropriate to implement new PURPA standards for demand response and electric vehicle charging programs**, subject staff's clarifications and recommendations.
- Subsequent to discussions at multiple meetings, the Board **approved the 2024 annual budgets**, along with the appropriate and supporting rate/pricing actions.
- Commissioners **approved EWEB's 2024 State Legislative Agenda**, this action provides general policy directives and guidance for advocacy at the Capitol.

COMMUNITY INVESTMENT

In accordance with Board Policy EL3 - Public Requests for Board Expenditures, Appendix G outlines the sponsorships, donations, grants and in-kind services, efforts, and events of EWEB's Community Investment Program. In addition, the Community Investment report outlines other investments including EWEB's Energy Efficiency and Water Conservation products and services, Limited Income Assistance programs, System Development Charge Waiver program, and contributions in lieu of taxes to the Cities of Eugene and Springfield.

APPENDICES

Management is obligated to report explicit information as guided by Board policy and voluntarily reports additional supplemental information, contained as follows:

REQUIRED REPORTING PER BOARD POLICY

- Appendix A: Electric Utility Financial Statement (EL1)
- Appendix B: Water Utility Financial Statement (EL1)
- Appendix C: Electric Utility EL1 Capital Report
- Appendix D: Water Utility EL1 Capital Report
- Appendix E: Capital Spending Summary (Supplement to EL1 Reports)
- Appendix F: Contracts Awarded Report (EL2)
- Appendix G: Community Investment Report (EL3)

ADDITIONAL APPENDICES

- Appendix H: Electric Division Details
- Appendix I: Water Division Details
- Appendix J: Workforce Composition
- Appendix K: Customer Division Details

EWEB STRATEGY & ANNUAL GOALS

The [Eugene Water & Electric Board Strategic Plan \(2018-2028\)](#) was approved August 1, 2017, revised October 6, 2022, and provides the basis for policies, decisions, and the annual goals established for the organization. This Quarterly Report is organized to provide status and progress information based on those annual goals. On January 3, 2023, the EWEB Commissioners approved the following annual goals for the organization.

GOAL #1: MAINTAIN OR IMPROVE OUR “ONGOING” OPERATIONAL EFFECTIVENESS and refine our use of the related data/information, key process indicators, and quarterly organizational reporting. As the basis to aid decision making and priority setting that increases customer value, encourages customer participation, and optimizes operational effectiveness, develop and launch an enterprise data management plan.

GOAL #2: BUILD AND INSPIRE THE WORKFORCE AND WORKPLACE CULTURE necessary to fulfill ongoing business obligations and strategic initiatives in alignment with our organizational values by:

- a) Evolving our Dynamic Workforce Model, leveraging mobile/hybrid work opportunities,
- b) Integrating a new IBEW Collective Bargaining Agreement,
- c) Utilizing results of a comprehensive Employee Survey to continuously improve employees’ work experience,
- d) Working with the Board to develop and deploy policies that weave principles of DEI (diversity, equity, and inclusion) and resiliency into our work.

GOAL #3: IN SUPPORT OF THE EWEB ENTERPRISE SOLUTIONS (EES) STRATEGY, prepare to replace aging customer and financial information software systems in 2024 with SAP for Utilities by: creating and implementing a staffing plan for deployment and on-going support, cleansing legacy data, defining SAP cloud architecture, and mapping existing processes to the new applications while minimizing customization.

GOAL #4: BUILD ON THE 2022 INTEGRATED RESOURCE PLAN (IRP), prepare an IRP for Board endorsement utilizing stakeholder outreach, iterative analysis to test future scenarios and finalized model results. Launch the analysis of the Bonneville Power Administration product options, “electives”, and terms and conditions anticipated in the next contract.

GOAL #5: PROGRESS TOWARD CONSTRUCTION OF THE WILLAMETTE DRINKING WATER TREATMENT PLANT by performing preliminary design verification and value engineering, completing the property annexation and initiation of plan/code amendments, completing the initial surveying and environmental investigations to support design and permitting efforts, and initiating the federal permitting process for the river intake and treatment plant facilities.





GOAL #6: COMPLETE INITIAL LEABURG DECOMMISSIONING ACTION PLAN (LDAP), consistent with the Record of Decision approved via Resolution 2302, including identification of major project milestones through 2033, by coordinating with key public stakeholders, external agencies, the Board of Commissioners and integrating with our near-term risk reduction measures to comply with FERC dam safety requirements.


GOAL 1 – MAINTAIN OR IMPROVE OUR “ONGOING” OPERATIONAL EFFECTIVENESS




And refine our use of the related data/information, key process indicators, and quarterly organizational reporting. Develop and launch an enterprise data management plan to aid decision making and priority setting.


ELECTRIC UTILITY - SOURCE TO SWITCH OPERATIONS


Submitted By: Karen Kelley, Chief Operations Officer

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Electric Utility Safety, Reliability and Budgetary performance performed well for 2023. Strategic initiatives including Leaburg Project Decommissioning Planning (LDAP), Carmen Smith Upgrades, Large Substation Rebuilds and studies related to Electrification and wildfire technologies were resourced and are in progress.</p>	 <p>Item of Interest -Reliability Indices in good standing -LDAP on track and in progress -Lookout Fire resulted in power production loss, delays to Carmen Plant upgrades, and delay in some electrical system maintenance -Currin Substation Rebuild project major construction milestones reached with commissioning in 2024 -PUC Compliance currently behind with mitigating measures in progress; NERC Compliance in good standing</p>
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Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p>Below Target</p>	<ul style="list-style-type: none"> Leaburg-Waltermville Dam Safety: As part of the near-term risk reduction efforts at Leaburg canal, in December one turbine was removed to increase stormwater conveyance capacity through the powerhouse by 1,000 cfs. Further work on risk reductions measures is on hold pending FERC approval of the Drilling Program Plan that was submitted in March 2023. That approval is expected in Q1 2024. Carmen-Smith Dam Safety: Trail Bridge sinkhole investigations are nearly complete. The dam safety Board of Consultants (BOC) provided recommendations in October, including conducting a Semi-Quantitative Risk Assessment (SQRA) of the sinkholes and a construction risk analysis associated with the proposed fish trap and haul facility. FERC has since required those items be completed before additional work on the trap and haul can begin. These recommendations are being incorporated into the final report that will be submitted to FERC by May 1st, 2024. The SQRA is intended to confirm our understanding of the Potential Failure Modes related to the sinkholes, identify additional information needs, and determine potential concerns with the proposed trap and haul design. Carmen-Smith License Deployment: Of the projects implemented or due in 2023, 47% are on track, 37% are completed, and 16% are delayed or at risk of delay. Although most requirements are expected to be completed by the deadline, 53% of large projects (>36 months to complete) and 19% of medium sized projects (12-36 months to complete) are either past the deadline or not on track to meet the deadline. Large and medium sized projects tend to be those with the greatest cost, complexity, and interest from agencies and the public, such as design and construction of fish passage and habitat improvements. Primary reasons for delay include dam safety and understaffing, with planning and procurement issues contributed in some areas. Carmen-Smith License Dispute: A mitigation agreement with federal and state agencies over delays to fish passage at Trail Bridge dam has been in development,

		<p>with several components still under discussion (in-stream habitat in the Smith bypass reach and cessation of generation at Trail Bridge powerhouse to facilitate downstream passage). EWEB has already initiated several mitigation actions, such as funding habitat restoration in Deer Creek, committing to an annual contribution to a habitat enhancement fund, and constructing a temporary trap and haul facility at the Carmen-Smith spawning channel. In October, the National Marine Fisheries Service (NMFS) and U.S. Fish and Wildlife Service (USFWS) filed formal letters of non-compliance with FERC related to EWEB’s inability to complete fish passage construction by the May 2022 deadline required by the license. The delay is currently driven by the presence of sink holes in Trail Bridge reservoir, although the license deadline would not have been met prior to that discovery, primarily due to additional dam safety regulations and design schedule. In December, NMFS filed a notice of withdrawal from the Settlement Agreement and a request for FERC to reinstate consultation under the Endangered Species Act for Willamette spring Chinook salmon. USFWS filed similar letters in January 2024 relative to bull trout. FERC has not formally responded to the filings. EWEB continues to work with FERC, NMFS, USFWS, and the other Settlement Parties on a path forward for earliest completion of fish passage.</p>
<p>Production</p>		<p>In 2023, both federally owned and EWEB owned hydro generation was 78% of expected. This lower than budgeted hydro generation reduced surplus sales, and at times, increased purchase power needs. Hourly price volatility continues, with hourly prices in one event, August 2023, reaching \$1000/MWh. January, July, and October had prices topping \$200/MWh. Energy positions were optimized using EWEB’s flexible resources to minimize high priced purchases, especially during the August heat event. These factors contributed to a below budgeted contribution margin by about \$9-\$10m in 2023 (See Electrical Utility Financial Status).</p>
<p>Transmission & Distribution</p>		<ul style="list-style-type: none"> • SAIDI (cumulative annual system outage duration by customer) & SAIFI (cumulative annual system interruption frequency by customer) Reliability Indices within 5-year average at year end. Over a 5-year trend, indices are performing approximately to average performance and are stable. • Top line operational metrics contributing to overall reliability currently in good standing. • Vegetation program ended with a backlog at YE due to diversion of resources to Carmen line trimming following the Lookout Fire and periods of contractor crew short staffing in Q1. Therefore, this workflow ended at approximately 85% of target and is expected to be recovered in 2024.
<p>Monitoring & Compliance</p>		<p><u>PUC</u>: A backlog of design work to correct PUC-identified issues in EWEB’s distribution system developed in 2023. A contractor was procured in Q3 and is completing designs from the 2023 inspection cycle that will be completed in 2024. Additionally, new staff were recruited and onboarded in Q3 for PUC, Joint Use, and design technician positions. A program is in progress to complete a backlog of PUC non-compliant secondary re-wires including internal processing, and electrical contractor execution. New staff are currently assessing all requirements for PUC, evaluating any gaps in progress/performance for EWEB’s program and will be working with Management to develop measures to recover from any backlogs and launch new initiatives.</p> <p><u>NERC</u>: Procurement of a third-party consultant specializing in NERC internal compliance controls and audit preparation was completed in Q4 for Audit Preparation in 2024. An audit notice was received in October 2023 to signify an earliest audit date of July 2024. One Potential Non-Violation for NERC Standard PRC-</p>



		<p>002 (Disturbance Monitoring and Reporting Requirements) is in progress with an active mitigation plan pending approval by NERC. This mitigation plan is expected to be resolved by Q4 2025.</p> <p><u>FERC:</u> See Carmen-Smith license updates in “Source” section of this table relating to compliance. In addition, EWEB has also submitted extension of time requests for several other Carmen-Smith license required projects. FERC has issued approvals for the majority of those, and we await their response on the remainder. No formal non-compliance Orders have been issued by FERC.</p>
<p>Resiliency, Planning & Emergency Management</p>		<p><u>Capital Planning & Projects:</u></p> <ul style="list-style-type: none"> • Successful execution on the capital program represents progress and achievement of resiliency and strategic initiatives for the utility. Capital budget as of end of Q4 ended at 88% spent (\$65M/\$74M). Type 1 and 2 cumulative at year end was 103% of budget with Type 3 (Carmen Smith) spend at 62%. • Over the last 5-year period, EWEB has spent 88% of the overall capital budget on average, with this year ending at the average spending performance. With Type 3 (Carmen-Smith Project) removed, Type 1 & 2 average spending performance is 99% over the previous 5 years, with EWEB spending above average for those categories in 2023 at 103%. • Overspends in Type 1 and 2 are related to equipment price increases (across divisions and products), accelerated Fleet purchases to capitalize on near term availability (pulled in from 2024) and accelerated spending on the EES project to meet 2024 go live targets. Type 1 and 2 overspending is offsetting underspending in Type 3 which is due to contractor related delays as well as delays due to the Lookout Fire. <p><u>Emergency Response:</u> Due to the Lookout Fire in the McKenzie Valley, EWEB was in an ICS Response for over 5 weeks. The effort included objectives for evacuation and ensuring safety of Carmen-Smith Project Staff, supporting the USFS fire response, protecting Carmen-Smith Equipment, meeting FERC license requirements, and effective restoration of the line and plant following fire containment. The event resulted in much of the 17-mile EWEB owned transmission corridor right of way being burned, requiring repairs to the transmission line and removal of over 172 trees. This also included accommodating license required operational tasks related to environmental requirements and operating the site remotely under the emergency.</p> <p><u>Emergency Planning:</u> In Q4 Electric Staff and the Resiliency Program office completed preparatory measures related to winter storm events. This included role specific training (safety, technical and process oriented), updated IT systems and ensuring equipment and consumables were in good order. A tabletop exercise was conducted in December focusing on ICS stand up and response communications and procedures.</p> <p><u>Additional Resiliency Projects:</u> Multiple substation transformer seismic anchoring projects completed and study work for local generation support during a widescale outage due to disaster was completed by end of year. Following communication internally and with applicable generator resource owners, additional information around conclusions and future planning will be available.</p>

<p>Switch (Customer)</p>		<ul style="list-style-type: none"> • Customer inquiries for new connection work remained at the 5-year average for Q1-Q3 with a dip experienced in Q4, which is consistent with past years due to weather related construction impacts and YE federal holidays. Due to this dip and re-staffing of technical positions in Distribution Engineering, the 8-week target queue was beat with an average queue wait time of 6 weeks. • Crew call out times for line crews during emergency outages were on average within the 30-minute target, however in Q4 there were multiple call outs that exceeded the maximum target of 60 minutes. Management is currently looking at root cause and process improvements to avoid these excursions. • The average restoration time on a per customer basis is characterized as the CAIDI index. EWEB ended the year with this metric just below the EWEB 5-year average restoration time of 140 minutes. EWEB is approximately 35 minutes above the 105-minute comparable utility average. This metric will continue to be monitored and continuous improvement will be used to determine if it is achievable to meet or beat this average, and 2024 comparable data will be verified once available.
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WATER UTILITY - SOURCE TO TAP OPERATIONS

Submitted By: Karen Kelley, Chief Operations Officer (Masters)

Overall Status


On Target

Status Summary




Overall status was on target for 2023.



Item of Interest

In Q4 2023, our region faced noteworthy weather events resulting in high raw water turbidity. Water quality and flow monitoring provided necessary early warning to allow operators to make adjustments to treatment to ensure no adverse effects on water quality at the plant. These events highlight the need for ongoing real-time monitoring systems throughout the watershed. Construction was completed on both the new 7.5mil gallon tanks at E. 40th and they are currently in the commissioning process.

Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p>On Target</p>	<ul style="list-style-type: none"> • EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in April 2023 and continued through November. HABs were detected in Blue River and Cougar Reservoir in early Q3, however no reportable levels of cyanotoxins were seen within or below the reservoirs, in tributaries, or in the mainstem McKenzie River. For more information visit our Cyanobacterial Harmful Algae Blooms website that includes newly released HABs maps. • In 2023, staff installed a continuous water quality monitoring station at Keizer Slough and on the Willamette River by the future second source intakes, and also upgraded the water quality monitoring station at the 52nd stormwater channel. • Following a relatively modest fall storm cycle, we had a major rain-on-snow event across the Western Cascades in early December in Q4. This event generated significant flows throughout the watershed, including areas burned recently during the 2023 wildfire season. The event resulted in the highest observed McKenzie River flow at Hayden Bridge (provisional USGS data) since 2019, peaking on December 4th at 26,100 cubic feet per second (cfs). A discussion of the water quality results from this event will be included in the next State of the Watershed Report. • For the 2023 monitoring season, no chlorinated phenolic compounds or volatile organic compounds (VOCs) were detected in samples from the SUB/Rainbow wells located near the pentachlorophenol (PCP) plume. The wells were started on June 22nd and shut down for the season on September 29th. Result summaries for the wells are provided monthly via email by a third-party environmental consultant responsible for required monitoring. • ¹We have conducted over 320 property assessments post-fire and currently have over 200 signed watershed stewardship agreements with McKenzie landowners. Landowners are continuing to sign up for the program and we now have a waitlist of less than 5 landowners. We are

¹ Pure Water Partners program (R21)

		currently working on a strategic planning process to guide what the future of our program looks like now that we are 3+ years post-fire.
Production		Production levels for the fourth quarter were normal. No anomalies to report. In Q4 2023, our region faced noteworthy weather events, including an atypical mudslide event in November with turbidity of 77 from heavy rainfall. This was followed by a more impactful event in December with turbidity of 167, highlighting the need for continued monitoring and adaptation strategies. Early warning mechanisms on the river allowed for the operational responses that effectively absorbed the increased load in these instances, ensuring no adverse effects on water quality at the facility.
Transmission & Distribution		<ul style="list-style-type: none"> Leaks/breaks per 100 miles of pipe and number of unplanned outages both came in under target to meet benchmark for the year. Leaks & breaks Q4 results were 11.6 with a national benchmark of 13.6. In Q4 we had 30 outages that makes a total of 96 outages for 2023. The duration for unplanned outages came in at 84 minutes per outage with a national benchmark of 112.6 minutes per outage. The water distribution crews are continuing to make valve turning and inspecting a primary focus in 2023. Our goal in 2023 was to inspect and operate 5,000 valves. The crews ended the year at 5,538. The crews also completed 286 of the 293 16" thru 20" valves. Additionally, all 24" and large transmission, pump station, reservoir, pressure and system separation valves have been operated and inspected.
Monitoring & Compliance		<ul style="list-style-type: none"> Residential backflow testing is critical to ensuring backflow devices properly protect our system from contamination. For 2023 we ended up at 87% with 9445 tests completed and 10851 total assemblies. Water maintained all regulatory compliance in 2023.

<p>Resiliency, Planning & Emergency Management</p>		<p><u>Emergency Planning:</u> Multiple treatment and distribution trailer exercises were conducted in 2023. One drill took place at the Clackamas River Consortium. This is a regional exercise of water treatment and distribution equipment that identifies gaps, issues, and creates opportunities to improve equipment operation and deployment. The event provided the opportunity for attendees to learn about different equipment, deployment, and operation strategies. Water Emergency Response Plan training was provided to all Water staff in 2023 via UKG. A tabletop exercise was conducted of the Santa Clara Emergency Activation Plan. McKenzie River Spill Drill took place in October bringing multiple agencies together.</p> <p><u>Capital Planning & Projects:</u></p> <ul style="list-style-type: none"> • Overall, water capital expenditures came in at approximately 5% over the original capital budget as projected at the end of Q3. In December, the Board approved a water capital budget amendment adding \$5M to the budget to accommodate this overage. This overage is due to a combination of items including higher than anticipated main replacement work to keep ahead of City street rebuilds and early, higher than anticipated spending on the EES project. • A significant amount of main replacement work to keep ahead of City street rebuilds, higher than anticipated Hayden Bridge work, and the construction timing of the Highland Drive Pump Station replacement together caused Type 1 expenditures to exceed budget in 2023. • Overall water Type 2 Capital Expenditures came in at about 90% of budget in 2023. This underage is primarily due to some of the closeout grading and landscaping work at E. 40th being completed in 2024. • Overall water Type 3 ²work included efforts on the emergency water distribution sites and second source. For the emergency water distribution sites, work continued on the design of the South Eugene and Churchill High School Sites. For second source, work included Federal permitting and local land use approval efforts.
<p>Tap (Customer)</p>		<p>In 2023 we had 98 new service requests, 9 more than what we had in 2022. Construction time average days stayed consistent with the rest of the year at 16 days. This was slightly better than our 2022 average of 20 days.</p> <p>³Water AMI Deployment is at 73.98% thru YE 2023. Supply chain constraints continued to affect deployment in 2023.</p>


² Install emergency water stations (R20)

³ Advanced metering infrastructure (AMI) deployment & customer education (B13)


BUSINESS CONTINUITY

Submitted By: Sarah Gorsegner, Business Continuity Manager


CYBERSECURITY



Overall Status
Below Target



Status Summary
Some metrics are currently below target thresholds. We aim to improve metrics in Q1 through collaboration with IS.



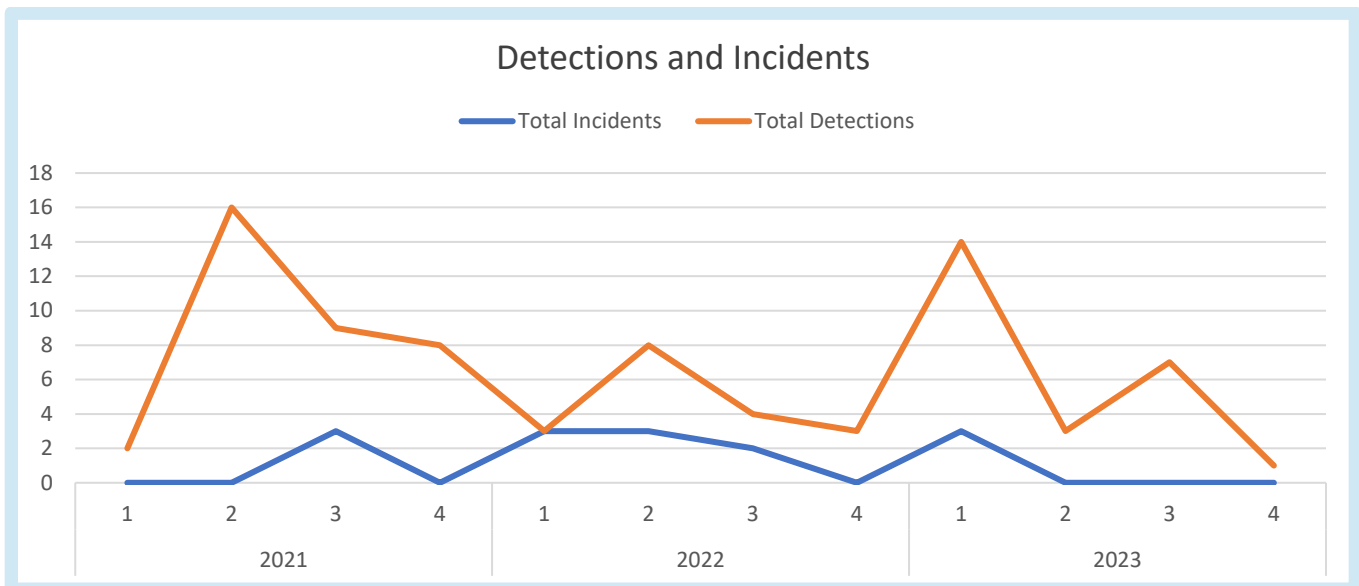
Item of Interest
EWEB staff resilience to phishing attacks was impressive.

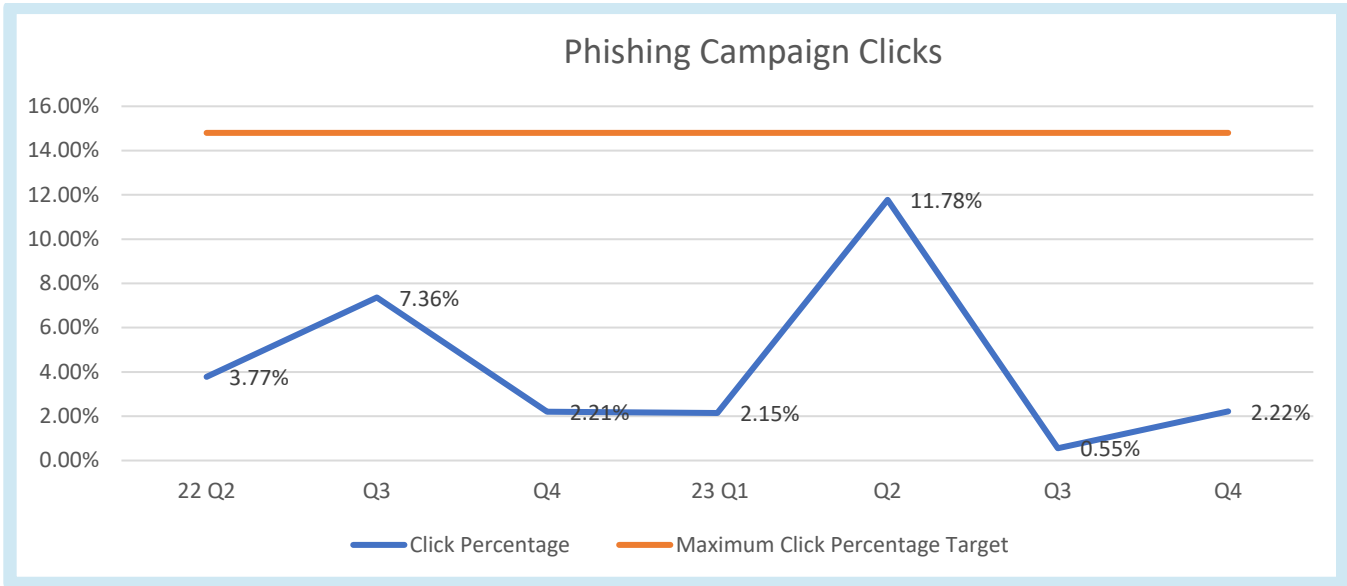
Cybersecurity uses both proactive and reactionary tools to keep our technology systems secure. The table indicates how our proactive initiatives are meeting performance goals. The graph indicates how many incidents and detections our staff have we have responded to.

PROACTIVE MANAGEMENT OF TECHNOLOGY SYSTEMS

Tool	Metric	Percentage	On Target Range	Meets Performance Goal
Updates to and modernization of systems	% of critical system resources patched within identified cadence	91%	99% or above	Yes, taking into account that some systems (e.g. CIS) are being migrated to EES
Security assessments of SaaS Solutions	% of SaaS solutions that have provided SOC I & II reports and have demonstrated sufficient security protocols	66%	95% or above	No, as we are missing SOC reports from Harris, Sensus, and Elavon.
Technology Tools that Detect intrusions	% of system with Endpoint Detection or Antivirus	87%	99% or above	No, but issues with Trend Micro XDR installations are decreasing

PERFORMANCE OF OUR SYSTEMS AND STAFF





Phishing campaigns measure EWEB employees’ ability to recognize emails with potential security threats. As of December 2023, the average click rate in America for the Energy sector was 14.8% [1]. EWEB’s click rate in Q3 was less than 1%. Our click rate for Q4 2023 was 2.2%. Considering the use of modern social engineering tactics in our Q4 phishing campaign, this is a fantastic result.

ENTERPRISE RISK

<p>Overall Status</p> <p>Below Target</p>	<p>Status Summary Although routine operations and administrative functions remain consistent, the Holiday Farm Fire is a significant financial risk.</p>	<p>Item of Interest Insurance Renewals are underway in coordination with our commercial insurance broker. Staff will meet directly with insurance underwriters to better provide EWEB’s risk profile.</p>
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LEGAL MATTERS

Holiday Farm Fire Lawsuits

By the end of Q4 2023, staff and legal counsel were supporting the defense of 3-4 consolidated lawsuits with approximately 700 plaintiffs from the Holiday Farm Fire. Defendants are working with plaintiff’s attorneys to change the venue from State to Federal Court. Discovery requests and production continue as well as other pre-trial matters.

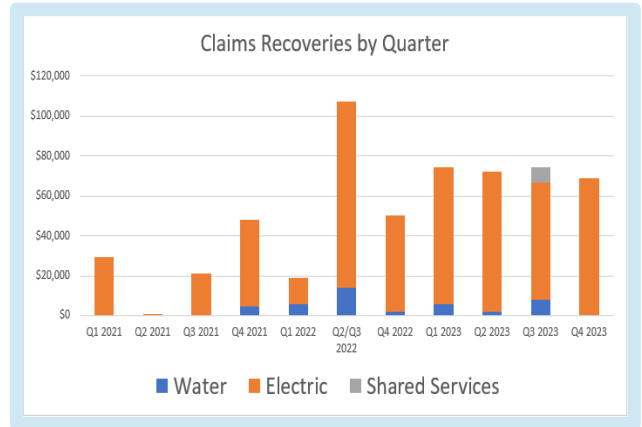
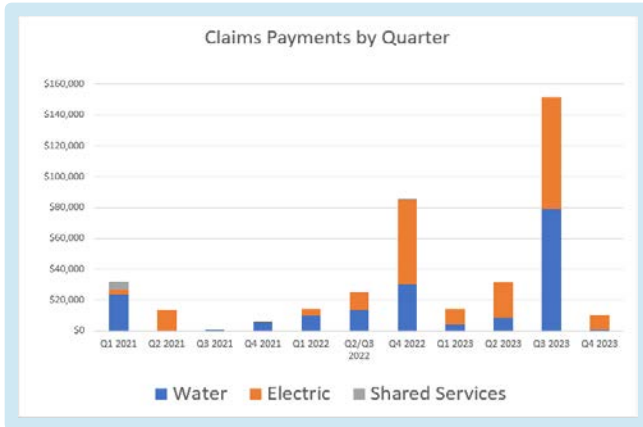
CLAIMS

During Q4, \$10,656 was paid out on liability claims and \$69,102 was received on recovery claims. As of December 31, 2023, we have:

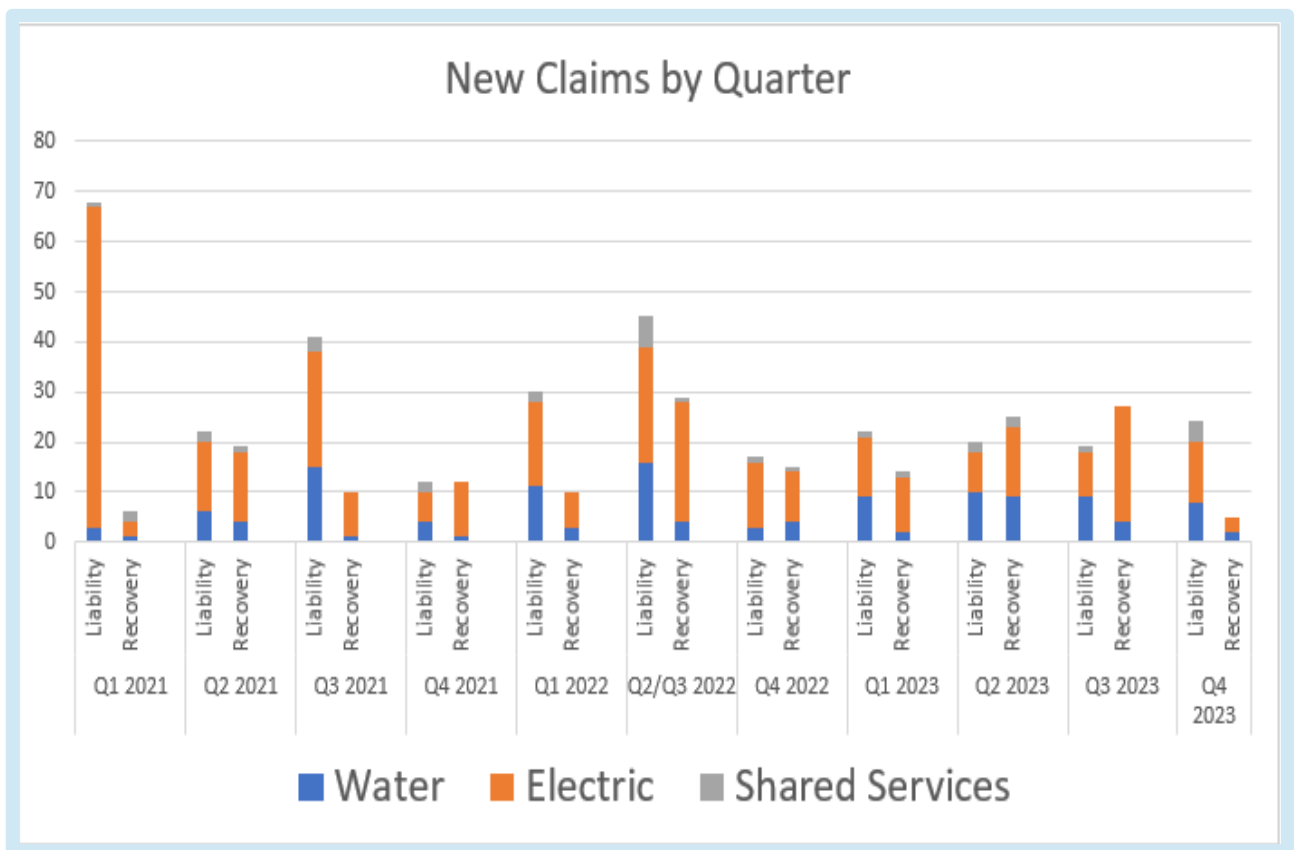
- 16 claims that are being managed by a third-party collection agency, the oldest of which was transferred in 2003
- 6 claims in which restitution has been ordered
- 3 claims that are in active payment arrangements

Payment Drivers

Q4 2023 had uncharacteristically high payment amounts. The key driver of was Claim 5704 which included a legal settlement (claim total = \$50,000).



During Q4, 24 new liability claims were presented. Each liability claim is thoroughly investigated then negotiated, paid, or denied based on the evidence. Staff were also made aware of 5 new recovery claims.



ENTERPRISE SAFETY

Overall Status

On Target

Status Summary

While EWEB saw an increase in its annual DART rate for 2023, it remains one of EWEB's top 3 best years for safety performance.

Item of Interest

- Health & Safety Conference
- Safety Awards
- Workers' Compensation Performance
- Safety Concern Reporting

Health & Safety Conference

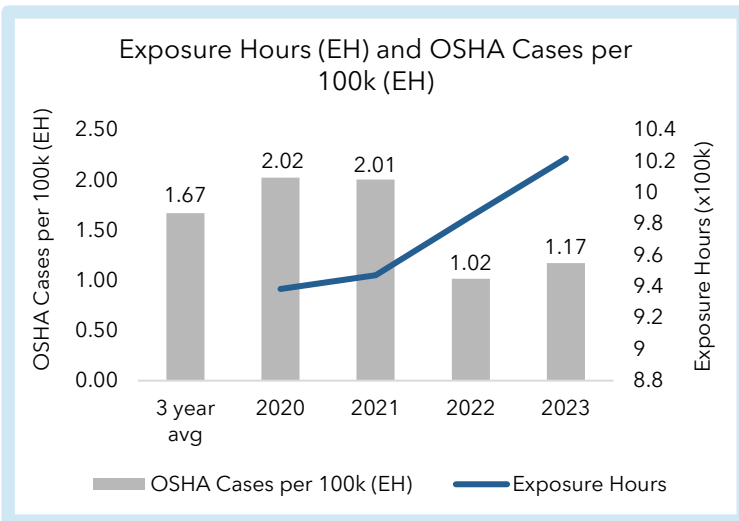
The Health & Safety Conference experienced the highest attendance and engagement it has seen in recent years.

Safety Awards

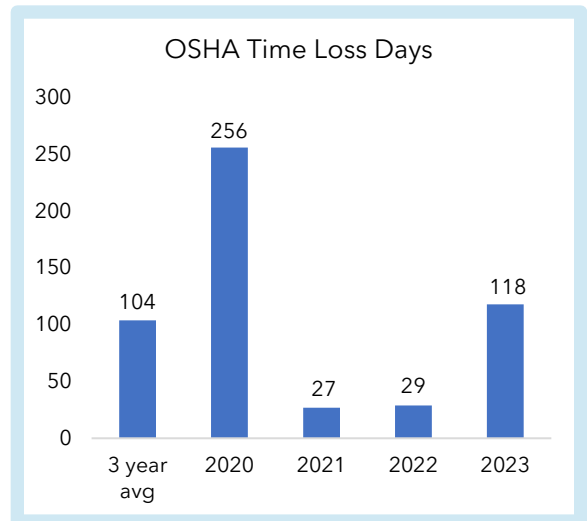
EWEB received a 1st place safety performance award from American Water Works Association (AWWA) and a 1st place safety performance award from Northwest Public Power Association (NWPPA). This represents the best safety record versus other utilities with similar exposure as EWEB.

Workers Compensation Performance

In the annual workers' compensation claims and insurance renewal review, EWEB remained in SAIF's Select Premium tier. The renewal process yielded a reduction in our MOD rating from 0.80 in 2023 to 0.79 in 2024. A MOD rating below 1.00 means the business is performing better than average compared to other businesses in the same industry and state.

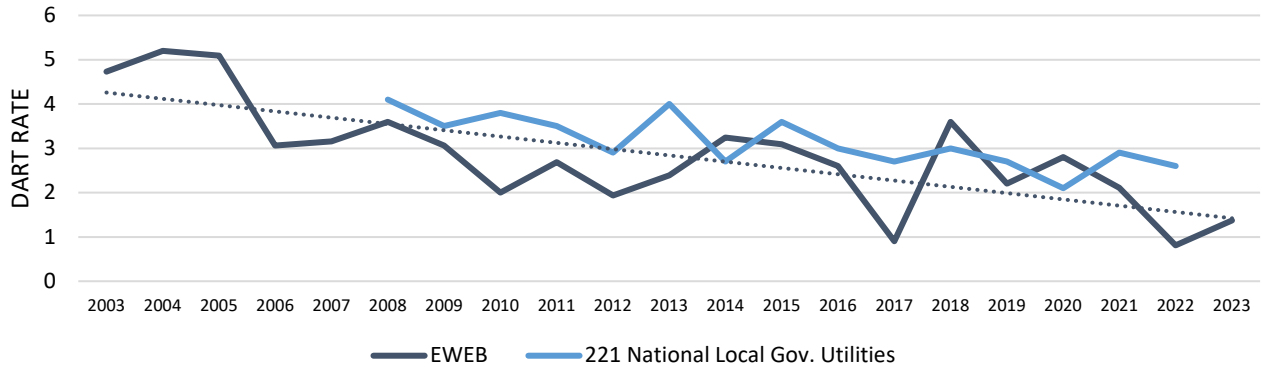


*Measuring exposure hours against OSHA Cases provides EWEB with a normalized incident rate over time. A lower number indicates less injuries.

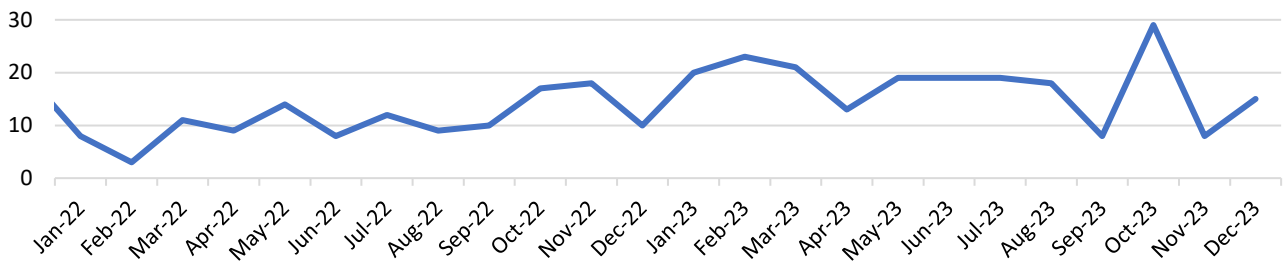


*OSHA Time Loss Days: Number of full days of work missed because of a recordable injury or illness.

EWEB and National Utilities Historical DART Rate
(NAICS Code 221 for Local Gov.)

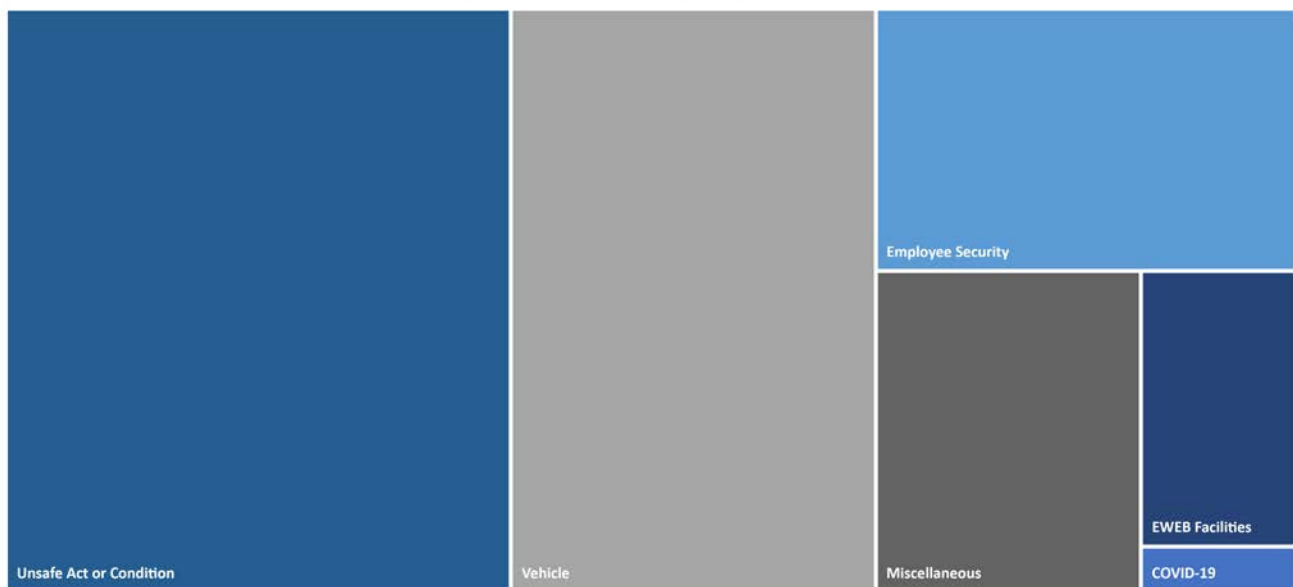


Monthly Safety Concern / Good Catch Reporting
(Previous 24 Months)



Safety Concern reporting remains strong year over year. This indicates a high level of awareness around hazards across the Utility. This allows EWEB to mitigate existing hazards prior to injuries or accidents.

2023 Safety Concern/Good Catch Reporting Category Distribution



PHYSICAL SECURITY

Overall Status

On Target

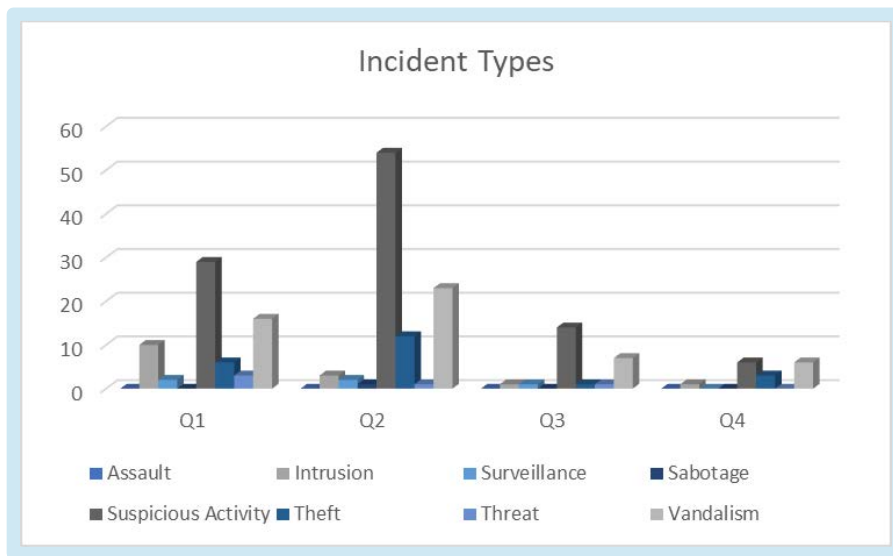
Status Summary

A significant decrease in overall criminal activity impacting the Utility has us cautiously optimistic that our proactive approach has begun yielding results.

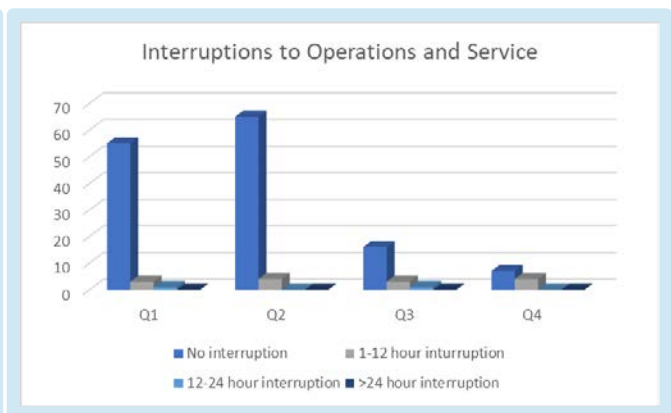
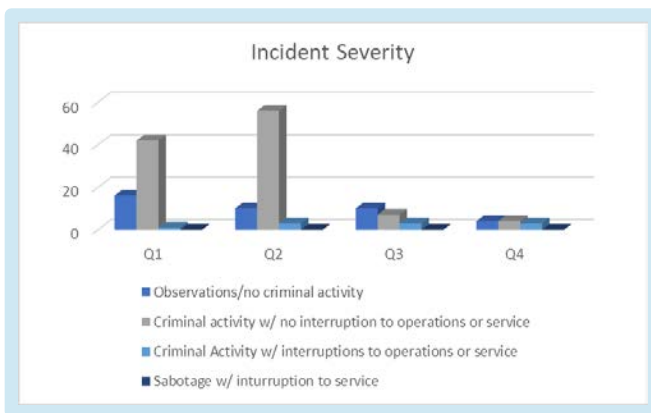
Item of Interest

“Basic” Physical Security Site Assessments have begun, with an initial focus on standardizing the Utility’s approach to property and asset management.

The Physical Security Department has begun to align the information we track with industry standards set by the Electric Information Sharing and Analysis Center (E-ISAC). Our proactive approach combined with significantly increased training standards has resulted in a significant drop in overall criminal activity beginning in Q3 and continuing through Q4.



Not only did criminal activity decrease, the severity and duration of incidents also decreased. The overwhelming majority of incidents did not result in an interruption to operations or service. Those that did, were quickly resolved.



RESILIENCY & EMERGENCY MANAGEMENT

Overall Status

On Target

Status Summary

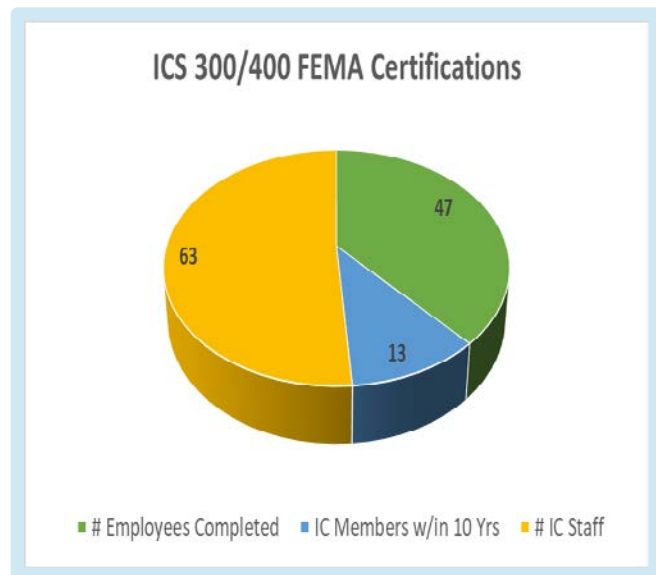
Mitigation plans are on schedule for renewal and corporate-wide ICS training is underway. Collecting prior FEMA certificates is an on-going effort and will likely improve metrics.

Item of Interest

EWEB is part of a consortium of utilities that received Federal grant funding for the 'Advanced Solutions for Wildfire Mitigation' project.


1. Maintain 100% Compliance with Mitigation Plan Requirements	
Submit Wildfire Mitigation Plan for Annual Board Review	Approved July 2023
Develop EWEB Annex to Metro-Area Natural Hazard Mitigation Plan	On schedule
2. Promote Employee Resiliency and Operational Readiness	
Achieve 70% compliance with ICS training requirements by Q1 2025	Over 20% as of Dec 2023
Plan/execute at least 2 tabletop and/or functional exercises annually	4 trainings conducted
3. Develop/Update Emergency Action Plans and Procedures	
Revised PSPS Operational Protocols	Spring 2023
New PSPS Enhanced Customer Support Program	Summer 2023

ICS Training Compliance as of December 2023



STRATEGIC PROJECT MANAGEMENT OFFICE (SPMO)

Overall Status



Status Summary
AMI program support is on track and advancing.

Item of Interest

- AMI Deployment about to launch.
- Asset Management about to launch.

OVERVIEW

The SPMO is currently the home of the AMI program, and we are supporting redeployment and organization alignment.

CURRENT WORK

<u>Project</u>	<u>Stage</u>	<u>Status</u>	<u>Sponsor</u>	<u>Notes</u>
Collections Cycle	5 - Closed	Complete	Deborah Hart	Wrapped Sept 8.
AMI Organizational Alignment	3 - Execution	On Track	Rod Price	Completing Validation, Estimation, and Editing (VEE) process and Meter Acceptance Process mapping. Building Steering Committee consensus around external benchmarking findings and proposed org changes.
AMI Deployment	3 - Execution	On Track	Karen Kelley	Upgrading all Electric and Water meters to smart meters. Program planning for resumption of installing electric meters started mid-2023. Project was previously put on pause due to a lack of meter supply. Electric residential meter install planned to start on 1/18/2024 by EWEB's subcontractor UPA. Non-residential electric and other electric meters requiring more planning/non-standard will resume mid-February 2024 by EWEB's Electric Meter Shop. A vast majority of electric meters will be installed by August 2024. Water meter installs will complete by the end of 2025 provided there are not any additional supply chain restraints.
GIS Modernization	3 - Execution	On Track	Bruce Debysingh	Stage 1 (GIP Integration) nearly complete. Stage 2 (EGO Integration) awaiting assignment of BTP resource by Deloitte to work with us. Stage 3 (RAMTeCH data migration) about to start.
Energy Division Power Market Gap Analysis	3 - Execution	On Track	Megan Capper	Received draft Gap Analysis report (largest single deliverable), several smaller deliverables outstanding (but still on track).
Settlements Solution	3 - Execution	On Track	Aaron Balmer	Implement financial solution to settle energy trading. Final cutover scheduled for July 1 st , 2024.
AMI In-Town Communications	2 - Planning	On Track	Karen Kelley	Received Sensus propagation study. Some concerns raised with both sites they suggested (College Hill, Skinner Butte).
Asset Management	2 - Planning	On Track	Karen Kelley	Consultant contract signed. Initial meetings with consultant complete. Team structure and composition decided. PM Plan and schedule nearly complete. All-team kick off scheduled March 6, 2024.
AMI Upriver	1 - Initiating	On Track	Rod Price	Not yet restarted.

CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

Submitted By: Julie McGaughey, Chief Customer Officer

<p>Overall Status On Target</p>	<p>Status Summary All metrics were within target for 2024</p>	<p>Item of Interest Internal conservation targets were achieved - moving from 57% in Q3 to 106% by the end of Q4.</p>
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CUSTOMER OPERATIONS

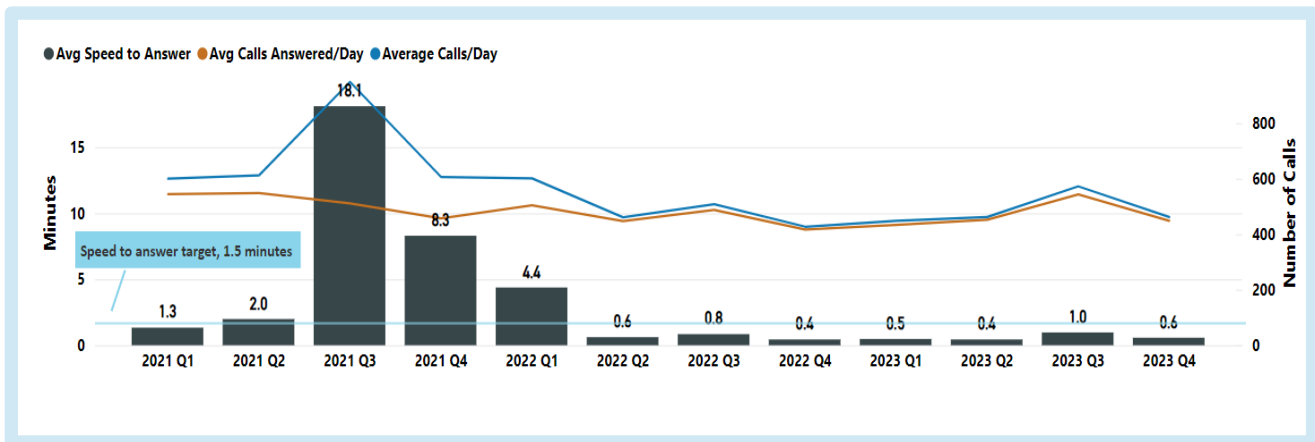
CALL CENTER PERFORMANCE

In 2023, Customer Service assisted 148,000 customers, up 2% from 2022. The percentage increase can be attributed to the shortening of the collection cycle in late June. This impacted the average daily call volume in the third quarter by 21%. Customer Service continued to meet the service level agreement (SLA) of 90 seconds or less for the average speed to answer. Email correspondence response time continued to meet the SLA of one business day turn-around time.

In the below graph, note that in the third and fourth quarters of 2021, the high call volume and increase in average speed to answer were due to the Customer Experience Improvement project, including the new customer portal, going live in June. During that time Customer Service also continued to have staffing challenges due to COVID.

Customer Service staffing levels remained consistent in 2023. Several staff members from the department have been able to participate in the EES project and assist other departments within the utility as they support the project.

We continue to see approximately 165 customers visit both the former HQ and ROC facility every week to use the drop box to deposit cash payments, checks, or other correspondence. In addition, approximately ten weekly customers made appointments to meet with staff to drop off cash or pick up a key for the self-service water station or other customer service business.



Customer Response Performance - 2023

Performance Metric	Result	Comment(s)
Calls Serviced	125,000	Up 4% from 2022
In-person Visits (including drop box)	9,094	Down 35% from 2022
Emails Answered	13,800	Up 28% from 2022
Call Center Time to Answer	45 sec avg	Down from 2 minutes in 2022

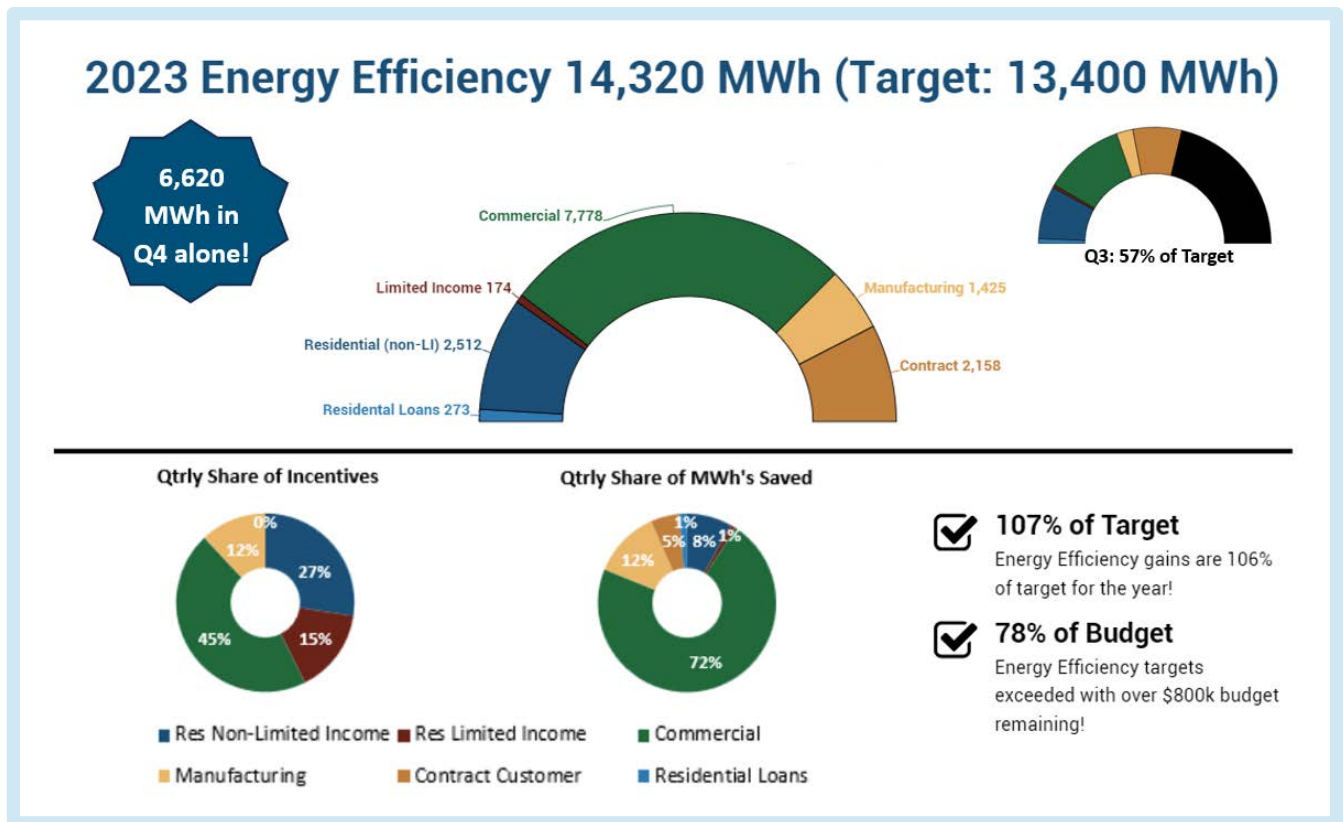
Call Abandonment Rate	3%	Down from 7% in 2022
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CUSTOMER SOLUTIONS

ENERGY CONSERVATION

EWEB overcame a significant deficit in energy efficiency progress to deliver on annual targets. With increased incentives (particularly for limited income), enhancements to program eligibility requirements, and aggressive pursuit of low-cost, high-impact commercial projects, the utility achieved 106% of the 2023 target, which was set 30% higher than in 2022.

In the final months of the year – and continuing in the first quarter of 2024 – EWEB is experiencing an uptick in residential activity. This is due in part to generous grant programs offered by the State of Oregon. With additional funding available through the Inflation Reduction Act, we expect these trends to continue with higher volumes in the residential sector. In 2023, rental projects accounted for 15% of the residential sector, or 230 projects.

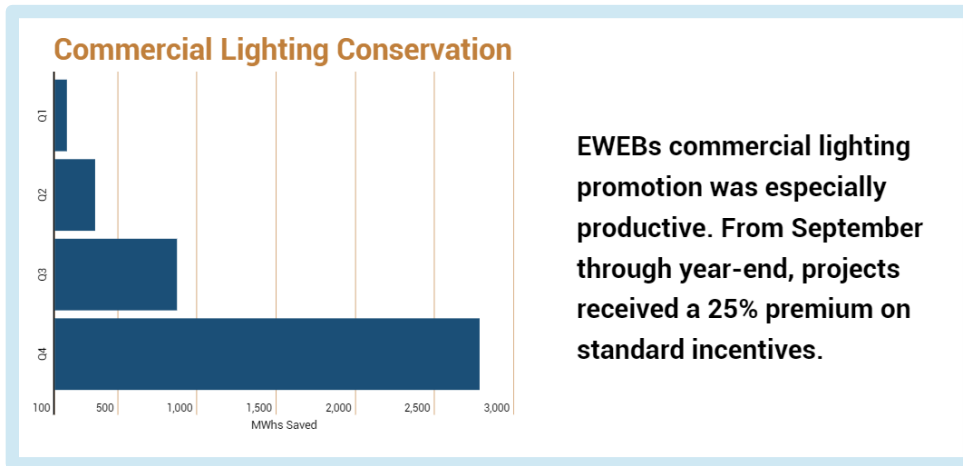


Conservation was slow to materialize in the first half of 2023. Staff took significant steps to boost and promote customer participation in energy efficiency projects. Commercial sector efficiency led the way with 4,760 MWh saved in Q4. The low cost per MWh for this sector reflects the high volume of lighting projects. The MWh cost for the residential sector increased in Q4 due to higher incentives announced in Q3.

Efficiency Funding by Sector: Q4 2023 Quarterly Results				
Customer Segment	Projects	Incentives (\$)	MWh saved	\$/MWh
Residential Non-Limited Income	358	\$ 401,000	543	\$ 738
Limited Income*	52	\$ 224,000	67	\$ 3,343
Commercial	50	\$ 663,000	4,761	\$ 139
Manufacturing	2	\$ 176,000	809	\$ 218
Contract Customers**	1	\$ 100	346	\$ 0
Incentivized Conservation	463	\$1,464,100	6,526	
Residential Loans	85	\$ 823,000	94	-
Total Conservation	548		6,620	

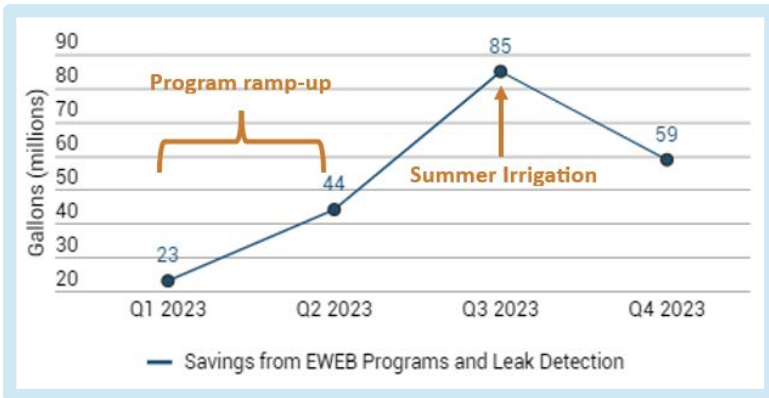
*Limited Income customers received \$145k in zero interest loans, which is in addition to \$224k in incentives or the \$823k reported for Residential Loans.

**Contract customers did not receive direct incentives. The \$100 listed represents foregone revenue in lieu of delivered conservation.



WATER CONSERVATION PROGRAMS

EWEB offers a variety of programs to help customers save water. These include efficiency programs for new toilets, smart sprinkler systems, and hand valves. Other programs are offered to provide funding for water line replacements or leak repairs for limited income customers. Aggregate water savings for the year reduced water treatment costs by an estimated \$440k, which carries a carbon impact of 30 metric tons CO₂e in emissions reductions through energy savings.



Q4 Results

- Water Efficiency accounted for 300,000 Gallons saved from 34 Projects receiving \$2,700 in incentives.
- Water Line Replacement accounted for 20 million gallons saved, supported by \$37,000 in zero interest loans.
- Limited Income leak repairs provided \$30k in incentives and saved 2.2 million gallons.
- Leak detection delivered an additional 35.5 million gallons in savings.

Leak Detection Highlights

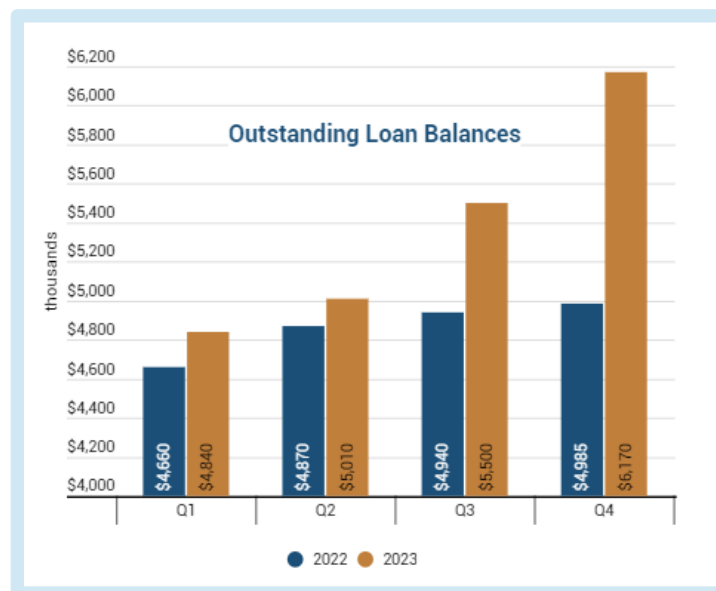
1313 Residential Customers Contacted	36 Commercial Customers Contacted	35.5 million Estimate of Gallons Saved		SPOTLIGHT 162.7 million gallons of water saved in 2023 through EWEB's leak detection program.
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BUILDING ELECTRIFICATION

In the fourth quarter, the utility completed 60 electrification projects in local buildings. Customers received \$47,000 in electrification incentives and over \$200,000 in loans. These projects account for an additional 205 MWhs of load growth.

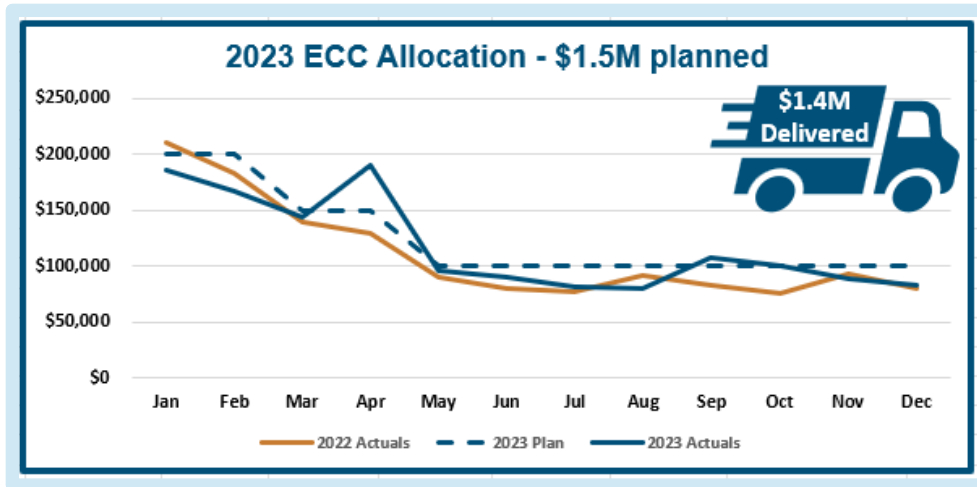
CUSTOMER LOANS

As anticipated, customer demand for loans continued to rise through the fourth quarter. Increasing project costs and relatively high interest rates are helping drive demand. State and federal grant funding is also a factor. With access to grant funding from non-EWEB sources, customers may be more inclined to pair grants with EWEB issued loans to manage up-front expenses. In 2023, EWEB had zero loan write-offs.



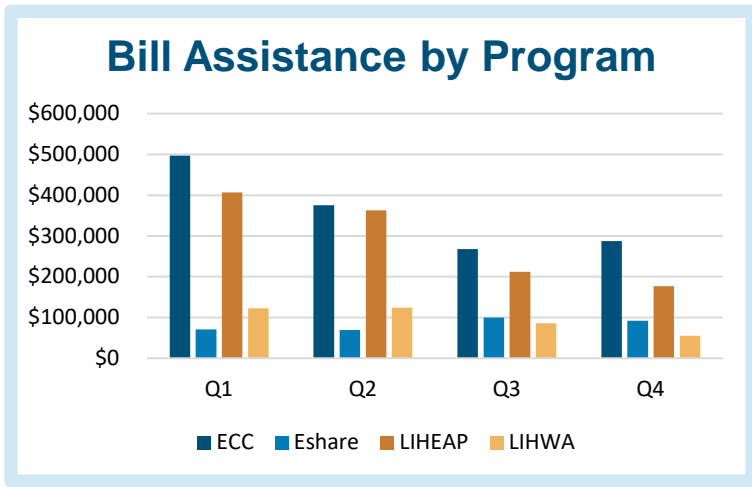
BILL ASSISTANCE PROGRAMS

EWEB Customer Care (ECC) finished the year relatively on target with the planned allocation of \$1.5M. The 2023 working budget for ECC was \$1.2M but has been increased to \$1.3M for 2024. EWEB has relied on surplus customer donations to augment the shortfall of planned allocations relative to the working budget. The customer donation reserve account has been depleted to approximately \$300k. The internal target for this account is \$250k, equivalent to 2-years of average donations received. Tighter management of monthly spending will be required going forward.



2023 Program Totals	Participation	Assistance
EWEB Customer Care	5,040	\$1,412,000
EWEB Energy Share	1,610	\$305,900
EWEB Community Partners	20	\$12,400
LIHEAP	3,790	\$1,391,400
LIHWA	1,130	\$335,400

- As previously noted, federal funding for water bill assistance (LIHWA) will not be available in 2024.
- Contrary to ECC and LIHEAP assistance programs, EWEBs donation funded Energy Share program tends to increase in the latter half of the year. This is due to customer reliance on crisis funding once annual eligibility for conventional programs has been utilized.
- Third party administrative fees for income verification services were below \$80k, or 75% of budget.



LEAD GREEN PROGRAMS

EWEB’s Lead Green programs are entirely voluntary and self-funding. Aside from initial program development and start-up costs, all commodity purchases and environmental investments are borne solely by participants. In the past two years, customer participation has stabilized. But overall, participation rates remain weak, particularly for Carbon Offsets. Voluntary programs will continue to be assessed for retention and may be retired for a lack of customer-perceived value proposition.

Lead Green - Participation and Direct Carbon Impact

	2018	2019	2020	2021	2022	2023
Total Participants	1,707	1,629	1,590	1,590	1,622	1,660
Contributed Revenues	\$234,098	\$212,421	\$193,438	\$192,587	\$199,419	\$198,341
Renewable Energy (MWh)	22,593	20,439	18,578	18,520	19,392	19,731
Carbon Offsets	Carbon Offset program launched April 2022				16	59
EWEB Carbon Intensity	0.015	0.055	0.026	0.040	0.034	0.034
Total MT CO2e	339	1124	483	741	791	730

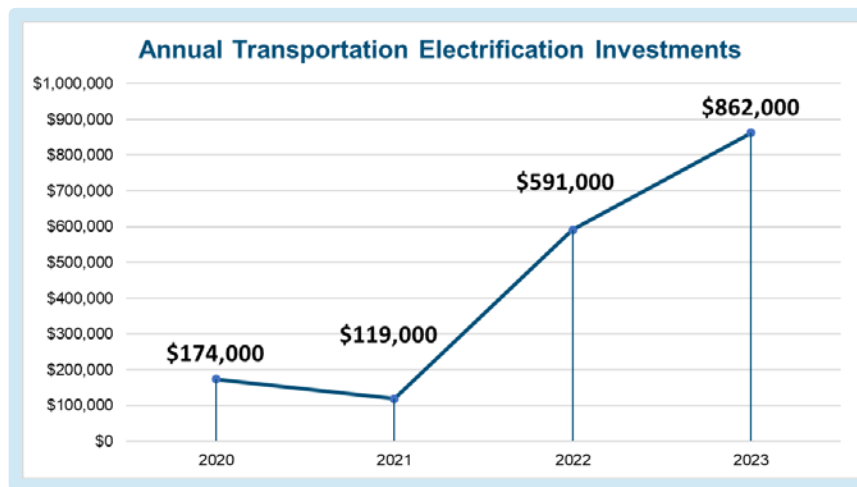
* DEQ published carbon intensity only available through 2022.

EWEB’s Solar Electric program was fully subscribed by mid-year in 2023. A total of 163 projects were completed, receiving \$140k in incentives (110% of budget). These projects accounted for 1,324 KW installed capacity. Customer interest in solar installations remains high. A flurry of new applications has been submitted at the start of 2024. We expect the 2024 budget of \$125k to be fully allocated in the first half of the year.

MOVE GREEN PROGRAMS

The utility has significantly expanded transportation electrification programs over the past three years. This product line is funded by State of Oregon Clean Fuels Credits, which are awarded to utilities based on service territory EV registrations and energy provided through local charging infrastructure. Given this, advancing customer adoption of EVs will increase state funding to further community investment in the future. This funding source allows EWEB to incentivize and facilitate the transition from fossil fuels for all customers in a variety of ways without tapping rate payer dollars.

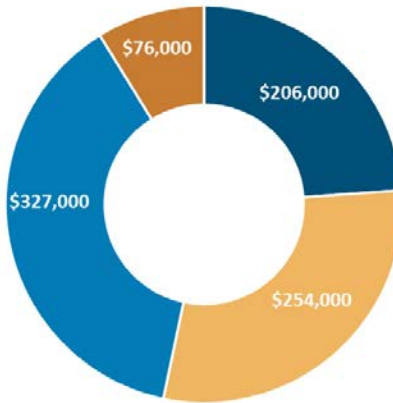
Note: All graphs in this section are rounded to an appropriate granularity.



Note: All graphs in this section are rounded to an appropriate granularity.

Community-wide accessibility to transportation electrification is a top priority in program design. A combination of customer education, incentives, local charging infrastructure, combined with regional partnership are leveraged to deliver customer value and achieve decarbonization goals within EWEB service territory.

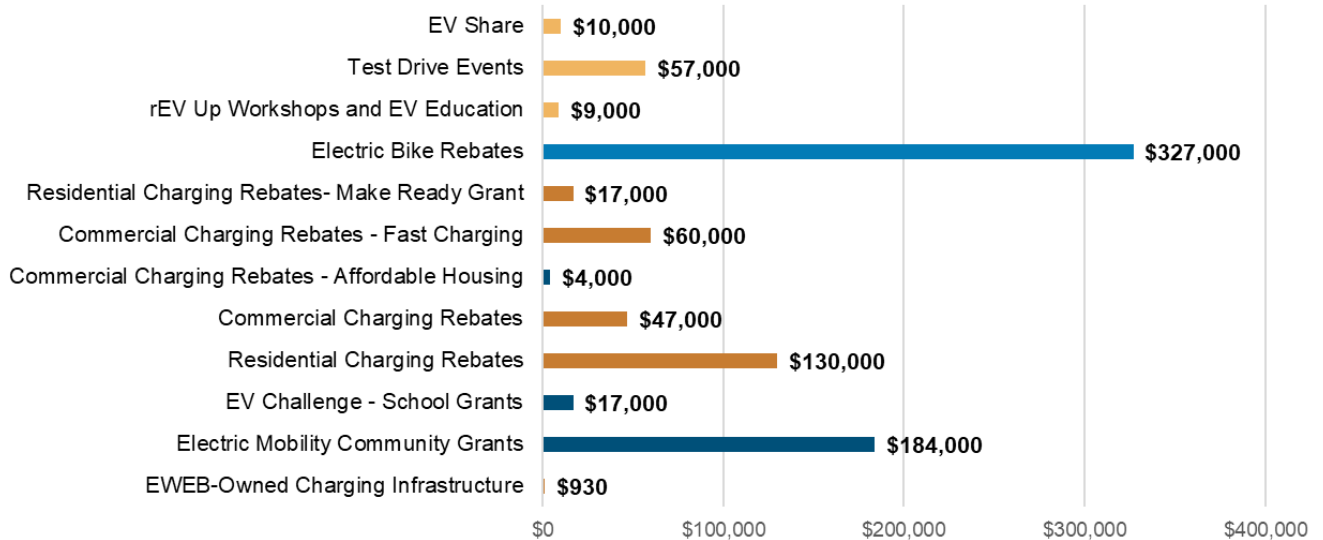
2023 Transportation Electrification Investments by Category



- Social Equity Grants and Rebates
- Charging Infrastructure Rebates
- Micro mobility Rebates
- Awareness and Education

Within these categories, specific programs target various customer segments and community groups. Much attention is paid to ensure equal opportunity and accessibility exists, regardless of income or residence type. In 2023, EWEB funded eight community projects through the Electric Mobility Community Grant Program totaling \$184k. Details about these projects can be reviewed in Appendix K of this report.

2023 Transportation Electrification Programs



FINANCE

Submitted By: Deborah Hart, Chief Financial Officer

ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

Overall Status

On Target

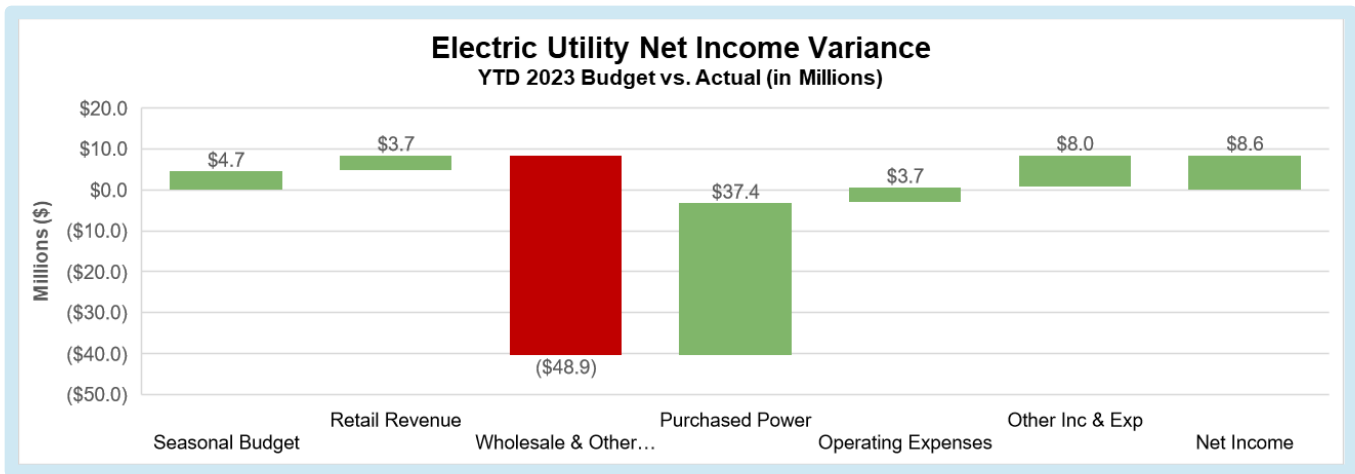
Status Summary

All financial metrics, except Rate of Return were within target. See below.

Item of Interest

New retail rates took effect February 1st, 2024. The Board approved a 6.25% increase for residential electric customers.

ELECTRIC UTILITY NET INCOME



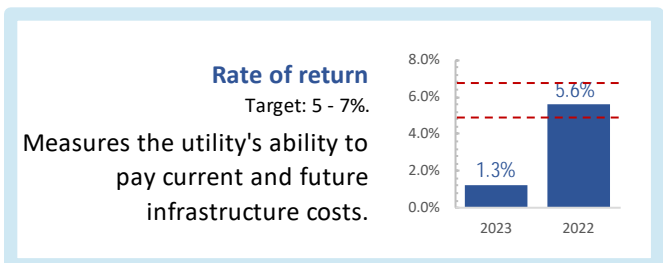
Below average water supply in the Columbia Basin contributed to BPA Slice product allocations and EWEB owned generation performing below budget. Overall generation available for sale was less, reducing wholesale market sales from budget expectation. Trade volumes for purchases and sales were lower in 2023 compared to historical norms, causing both wholesale sales revenue and purchase power costs to come in below budget. The lower volumes were due to more conservative trade behavior amidst market uncertainty, an increased awareness for seasonal readiness, and responding to new market regulations, such as those from the WA Climate Commitment Act. These new trade behavior trends will be further evaluated and accounted for in future year's budget assumptions.

ELECTRIC UTILITY BUDGET CONTROLS

Investments and expenses related to Electric Capital and Operations & Maintenance activities were within budget authority for 2023.

ELECTRIC FINANCIAL STRENGTH MEASUREMENTS

The Rate of Return (Net Operating Income/Net Book Value of Plant in Service) ended below target due to the poor water year and reduced wholesale sales activity as well as rising costs from inflation.



WATER UTILITY FINANCIAL STATUS

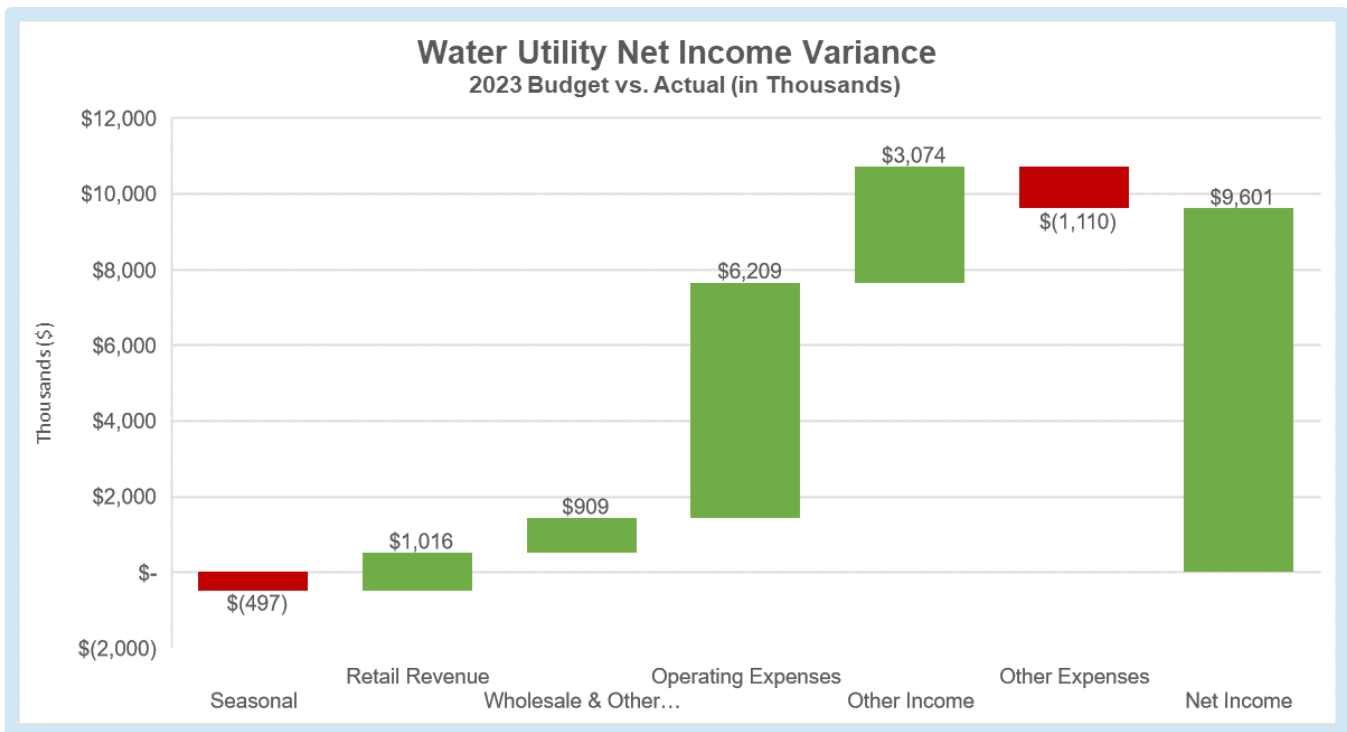
See Appendix B: Water Utility Financial Statement

Overall Status
On Target

Status Summary
All financial metrics, except Rate of Return were within target. See below.

Item of Interest
New retail rates took effect February 1st, 2024. The Board approved an 8.3% increase for residential water customers.

WATER UTILITY NET INCOME



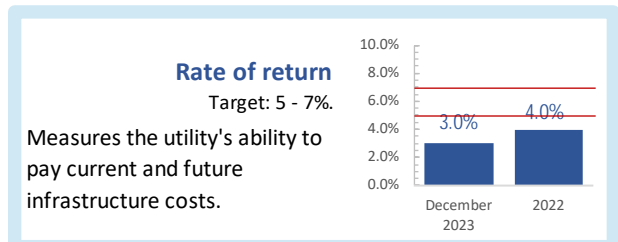
The favorable variance in Operating Expenses is due to lower grant-funded spending on Watershed Recovery projects for the year.

WATER UTILITY BUDGET CONTROLS

Budget authority for O&M was sufficient for 2023. A \$5 million Capital budget amendment was approved at the December Board meeting providing adequate authority for shifting project costs.




WATER FINANCIAL STRENGTH MEASUREMENTS

Increases in Source of supply, pumping and purification expenses decreased the rate of return metric below target in 2022 and 2023. A portion of those increases are to be funded by grant revenue, which is not incorporated in the rate of return metric. Rate increases and reduced O&M costs in 2024 should improve the metric in 2024.



WORKFORCE SERVICES

Submitted By: Kira Hutchens, Workforce Services Manager

 <p>Overall Status Above Target</p>	 <p>Status Summary Workforce Services Programs are all performing at or above expected levels.</p>	 <p>Item of Interest Electric and Generation roles continue to be challenging to fill. Insurance renewal negotiations resulted in a lower-than-expected rate.</p>
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WORKFORCE MANAGEMENT

Workforce Services programs and teams including Human Resources, Benefits & Wellness, and Continuous Improvement met targets as expected. While recruiting for jobs in Electric and Generation remained challenging, most vacancies were filled within reasonable timeframes. Considerable HR time and effort was devoted to activities in support of collective bargaining, resulting in a ratified contract and implementation in early 2023. Meter Readers were successfully negotiated and incorporated into the new contract in late 2023. Insurance renewal predicted a significant increase of up to 25%, but negotiations resulted in a much lower increase of 17%. Insurance costs continue to be challenging to manage, with over 10% of the increase attributed to retired EWEB employee utilization. Wellness initiatives were a major focus in 2023, with the addition of a mental health awareness month and “Day of Action”, increased wellness incentives, and concerted efforts to create employee awareness of benefit offerings.

BENEFITS & LEAVE PROGRAM MANAGEMENT

Health Insurance

Initial projections indicated a 20%-25% medical premium increase for 2024, with 10% of the adjustment attributed to high plan utilization by retired EWEB employees. Successful negotiations reduced this to 17%.

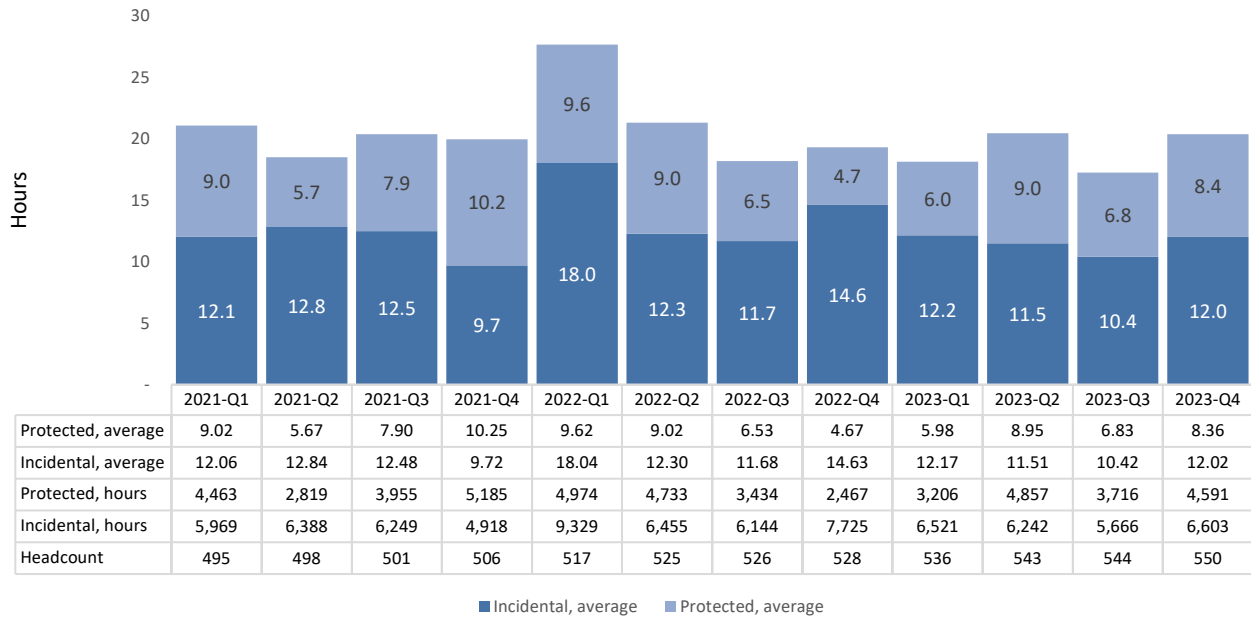
Workforce Capacity Disruption – Leave Utilization

Protected leave utilization experienced a 9% increase in 2023, whereas incidental leave utilization decreased by 16% as compared to 2022. Overall leave usage (both protected and incidental) decreased by 7% in 2023.

In September 2023, the Oregon Paid Family and Medical Leave program was introduced, offering a voluntary benefit to Oregon workers, granting them 12 weeks of paid leave for various purposes such as addressing their own serious health condition, caring for a family member, and taking safe leave. Notably, during the transition from the third quarter (Q3) to the fourth quarter (Q4) of 2023, EWEB experienced a 19% increase in the utilization of protected leave. This increase is potentially linked to the implementation of the new legislation. However, it is worth mentioning that the heightened utilization has stabilized since then, suggesting a potential adjustment period or a leveling off of the law’s impact on EWEB’s leave patterns. Further analysis and monitoring over the next year will provide insights into the long-term effects of the program on employee leave utilization at EWEB.



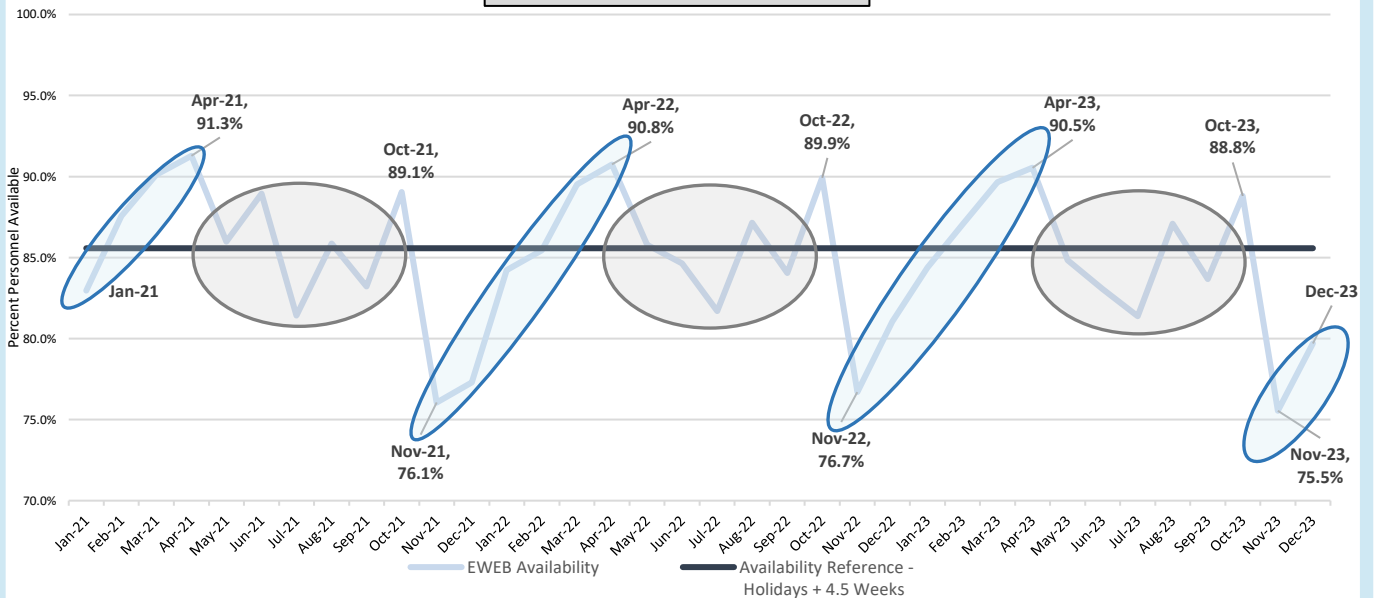
2021-2023 Sick Leave Hours per Average Headcount



The chart below reflects employee availability as a ratio of total available hours to the actual hours worked for the last three years. The data reflects a trend in availability that increases steadily from November to April (blue shaded ovals), while from May through October (gray shaded ovals) there seems to be predictable volatility of availability that tracks with number of working days and holidays. This provides a baseline of information and an understanding of trends that occur throughout any given year and how to respond to them. This baseline will allow EWEB to monitor for unexpected changes.

EWEB Monthly Staff Availability

Availability
The percent of scheduled time minus:
Vacation, Comp, Sick, Unpaid, Holiday hours

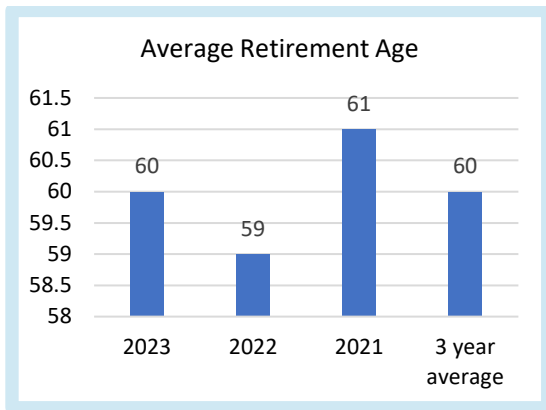


RETIREMENTS

In 2023, there were nine retirements, a 29% increase from the previous year (2022) but a 15% decrease from the 3-year average.

Retirement Probability

The average age (60) at retirement has remained consistent over the 3-year period. The count of retirees in PERS Tiers 1 and 2 is consistently decreasing, with 87% of active EWEB employees in the OPSRP program. As Tier 1 and 2 employees continue to phase out, the increased eligibility requirements for OPSRP retirement is likely to shift the average age of retirement towards 65.

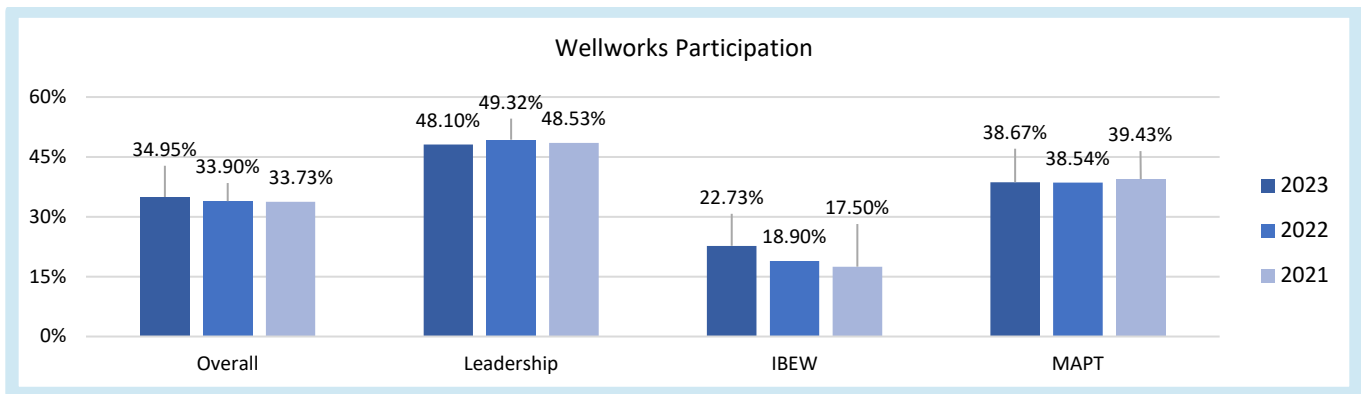


Full Retirement Eligible* within:	PERS Tier 1	PERS Tier 2	OPSRP	Total
Less than 1 year	7	14	12	33
2-4 years	3	20	16	39
5+ years	0	40	450	490
Total	10	74	478	562

WELL-BEING

Wellworks Incentive Program

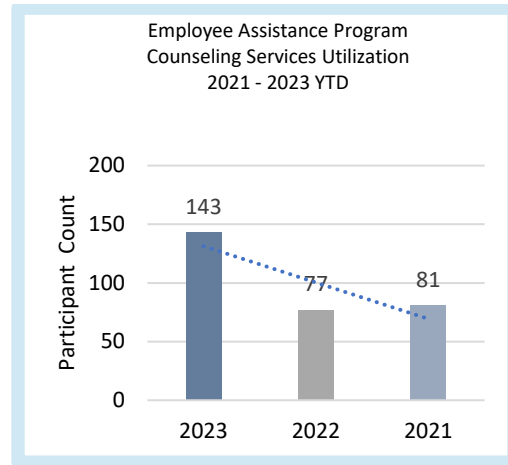
The EWEB Well-being Program is a comprehensive initiative enhancing the health and vitality of employees through six key pillars: emotional, environmental, financial, intellectual, physical, and social. The program incentivizes wellness by awarding money to employee VEBA accounts.



In July 2023, the incentive amount for the Wellworks VEBA program was increased from \$750 to \$1,000 in hopes to drive participation. By the end of 2023, plan participation increased by 1% overall, with a 4% increase in the IBEW population.

EAP Utilization

Utilization of the Employee Assistance Program (EAP) more than doubled in 2023, particularly in cases related to anxiety, burnout, stress, and relationship issues. Additional utilization details can be found in the appendix.



In observance of Mental Health Awareness Month in May, EWEB made a dedicated effort to prioritize mental health, notably during the 'Day of Action' campaign which included virtual and in-person seminars around topics such as mental health, stress, suicide, and crisis awareness. Support resources for support such as the EAP were also promoted, which likely drove late 2023 utilization.

457 Deferred Compensation

EWEB maintains a high level of employee engagement in the voluntary 457 deferred compensation plan, with nearly 60% actively enrolled. This figure surpasses the national average by approximately 16%, according to the national participation numbers reported by the U.S. Bureau of Labor and Statistics. Furthermore, the average account balance within the plan is approximately \$116k, reflecting a rate 30%-40% higher than the Northwest average as reported by MissionSquare Retirement.

WORKFORCE RESILIENCY

Recruiting & Hard to Fill Positions

Recruiting volume increased by 6% in 2023, with a total of 90 new requisitions opened. The average number of applications received per recruitment increased in 2023.

According to the Bureau of Labor Statistics, Oregon's 2023 unemployment rate of 3.7% mirrors the national average. Persistent low unemployment continues resulting in competition for candidates in areas particularly in IT, cyber security, and finance – however, EWEB continues to be successful in filling positions in these areas. Electric skilled craft positions remain challenging to fill and are among the high priority positions for business continuity

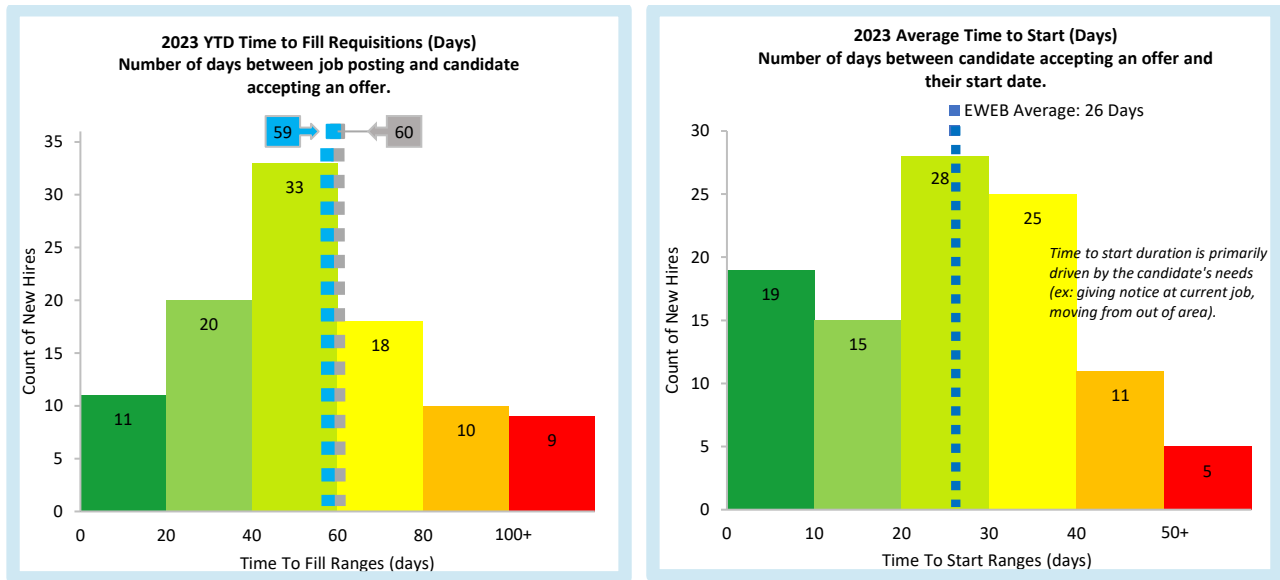
A LinkedIn recruiting program, implemented in 2023, enabled more effective promotion of open positions through tools to proactively source potential candidates.

However there has been recent success in sourcing candidates for these positions. Other than the positions listed on the Extended/Hard to Fill Recruitments table below, "outlier" recruitments that took more than 80 days to fill were due to scheduling challenges rather than a lack of candidates.

Time to Fill (TTF) for 2023 reduced to 59 days (just under the target* of 60 days), primarily due to an increase in internal recruitments in Q4. Average TTF for external postings is 65 days. Increased use of LinkedIn outreach tools and creation of candidate pools for entry-level positions should realize further reductions in TTF for external recruitments for 2024.

Average Time to Start (TTS) remained steady at 26 days. While there is not an external benchmark target for TTS, 2023 data can set a baseline for measurement in future years.

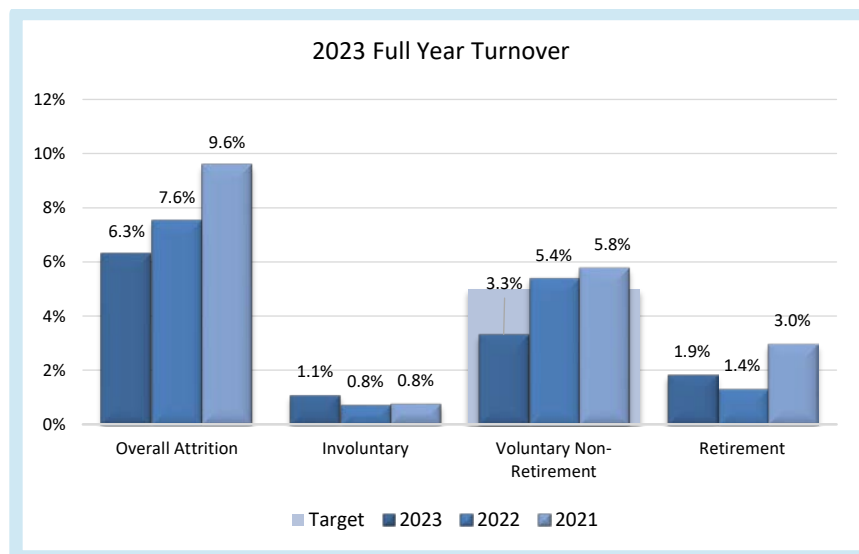
Applications from female candidates remained steady in 2023, although they made up a smaller percentage of new hires as compared to last year. Applications from candidates who identified as a member of a racial or ethnic minority increased, resulting in a 6% increase in minority new hires. Applications from veterans declined in 2023; however, there was a modest increase in the percentage of veterans hired.



*A 2022 report from the Society of Human Resource Management (SHRM) provides a 60-day Time to Fill benchmark for west coast employers EWEB's size.

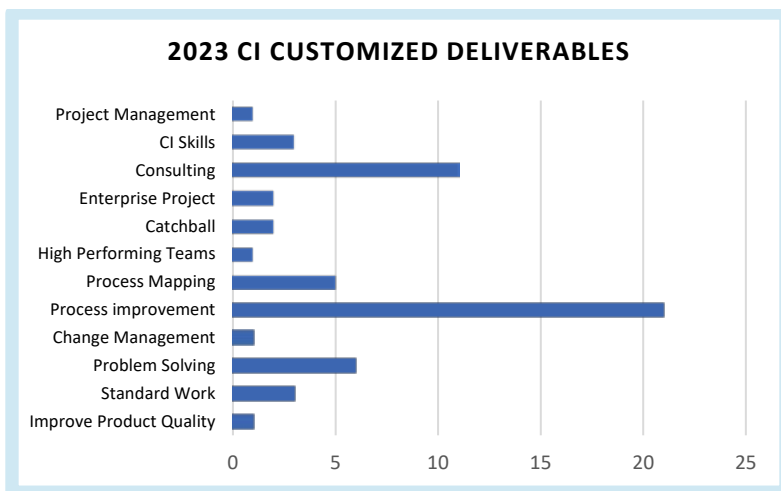
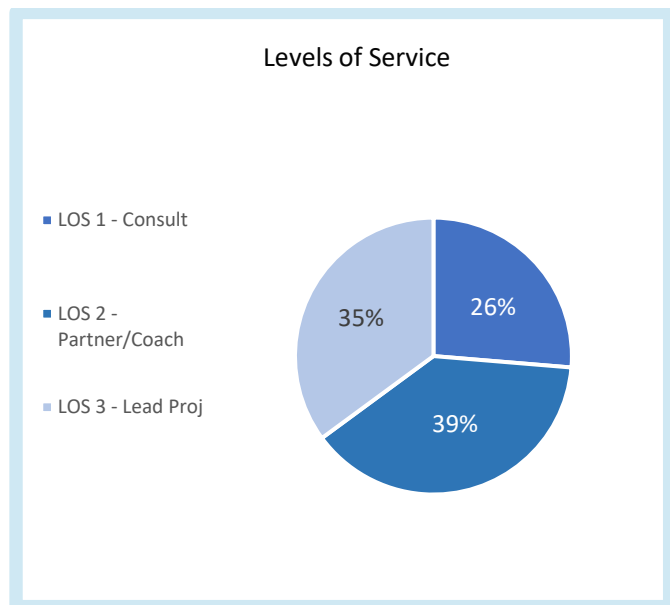
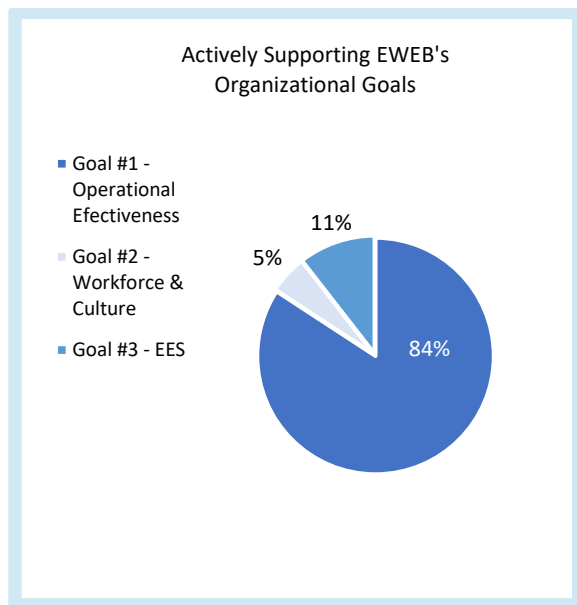
Attrition

The overall attrition rates showed a consistent decline compared to previous years. Although there were slight increases in both retirement and involuntary turnover, these were outweighed by a decrease in voluntary turnover, which stood at 3.3% of the total workforce, comfortably below the maximum target of 5%.



CONTINUOUS IMPROVEMENT

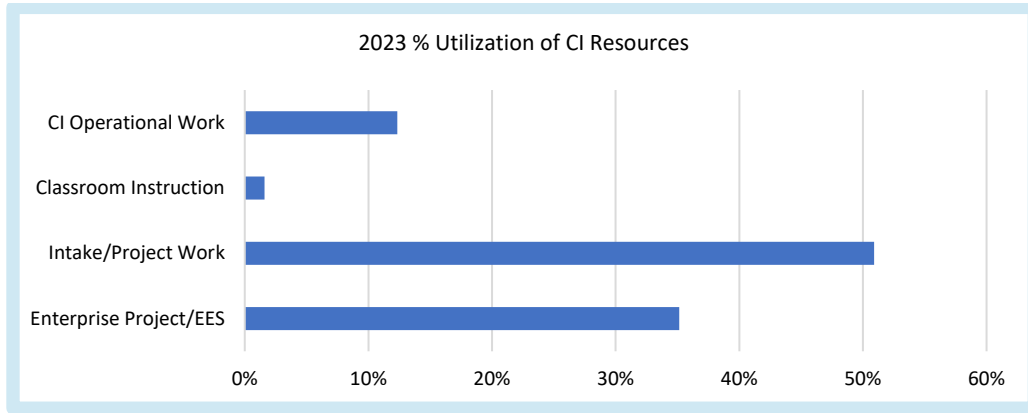
- **Project Support:** Completed 57 projects aligned with EWEB's goals, with 73% being higher level support that included CI analysts integrated closely with project teams for in-depth analysis.
- **CI Training:** Conducted 28 virtual training sessions serving 138 participants, emphasizing hands-on learning with various CI tools.
- **CI Business Partnership Model:** Implemented business partnership model and established partnerships with divisions, fostering deeper understanding and driving 50% of new intakes. Dialogues sparked critical thinking, leadership skills, and innovation.
- **Support for EES:** Provided detailed process maps to SAP integration contractors, ensuring alignment with organizational objectives. Collaborated with EES Organizational Readiness Team for future planning.



Experiential learning through employees actively working on continuous improvement initiatives is the primary focus.

2023 CI Customized Deliverables indicate each project's primary deliverable.

2023 % Utilization of CI Resources indicates the expenditure of CI FTE resources.



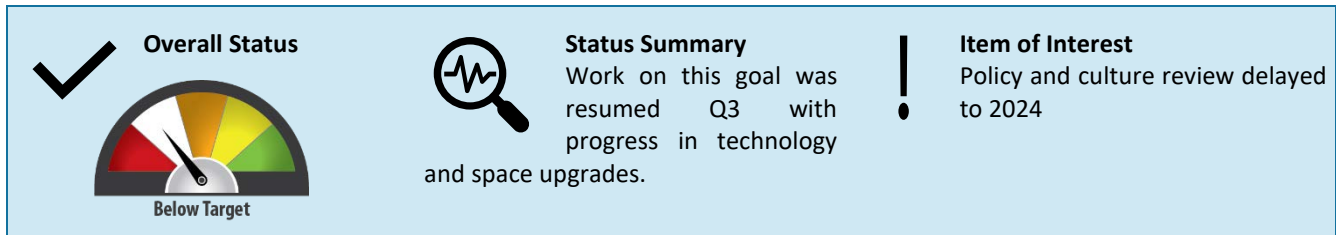
Notable for 2023		
Project Intakes	Count	Details
New requests in 2023 for CI support	43	New requests for support continue to grow year over year up from 29 in 2022.
Rolled over from 2022 and active in 2023	14	Several projects from 2022 remained active in 2023 in addition to the new intakes received.
Total active CI initiatives in 2023	57	CI Supported 57 initiatives throughout the organization in 2023, with the majority at a higher level of service. *see the levels of service graph below

GOAL 2 – BUILD AND INSPIRE THE WORKFORCE AND WORKPLACE CULTURE

Necessary to fulfill ongoing business obligations and strategic initiatives in alignment with our organizational values by:

2a) Evolving our Dynamic Workforce Model, leveraging mobile/hybrid work opportunities.

Submitted By: Rod Price, Assistant General Manager



Work was done to identify three area of focus to improve the Dynamic Work Force (DWF).





- Facilities and Space - Providing a space for employees that is inviting, flexible meets hybrid work needs.
- Technology - Providing technology solutions that improve hybrid work.
- Policy review and updates - review of current policies, practices and culture to look for improvements.

COMPLETED

- Facilities and Space - planning , design and purchase completed for one work group to pilot a ground up hybrid office space. Converting 30 cubicles to approximately 60 more flexible work spaces.
- Technology - several conference rooms updated with better audio and visual MS Teams support with great success. ROC training center evaluated for A/V updates with final design and procurement in Q4 with install in Q1 2024.
- Workforce Services and AGM began meeting to review current literature and bench mark against other organizations hybrid polices.
- Dynamic Work Force review team formed to examine and recommend updates to our policies, practices and culture related to our DWF workforce. Meetings to start in Q1 2024.

2b) Integrating a new IBEW Collective Bargaining Agreement (CBA).

Submitted By: Kira Hutchens, Workforce Services Manager

 <p>Overall Status</p>  <p>Achieved</p>	 <p>Status Summary New CBA adopted to be in effect from 4/01/2023 through 3/31/2027.</p>	 <p>Item of Interest Meter Readers negotiated and incorporated into CBA in Q4. No contract grievances in 2023.</p>
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RESULTS

A four-year CBA was negotiated by a union and management bargaining team throughout 2022 and 2023, with agreement and union membership ratification in the first quarter of 2023, approving an agreement that will be effective April 1, 2023, through March 31, 2027. Implementing the new contract included supervisor training, programmatic changes, and newly printed contracts.

Bargaining to include Meter Readers occurred in late Q4 of 2023 and focused solely on wages with no other changes to working conditions. Negotiations created agreement and Meter Readers were incorporated into the collective bargaining agreement in January 2024.

2c) Utilizing results of a comprehensive Employee Survey to continuously improve employees’ work experience.

Submitted By: Frank Lawson, General Manager and Executive Team

<p>Overall Status On Target</p>	<p>Status Summary Communications of the Q1 survey results continued throughout the year, becoming more specific as to EWEB’s response to workforce interests in Q4.</p>	<p>Item of Interest A second survey in Q1 of 2024 will begin to expand the benchmarking and establish trends and workforce response to EWEB actions.</p>
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PROJECT MILESTONES/COMPLETED

Using an outside company (McLean & Associated), an anonymous employee survey was conducted in the first quarter. Over 400 employees participated in the survey, also submitting over 180 unscripted comments. During the second quarter, initial results were assessed, benchmarks evaluated, and initial results communicated to the workforce. Throughout the third and fourth quarters, the executives, including the “Tour de Frank” continued to socialize the results, fielding questions, and listening to feedback. Specifically in the fourth quarter, communications included how the results of the survey were being used across the organization.

IN PROGRESS/NEXT

Although originally intended to be every other year, employee feedback encouraged executive leadership to conduct another survey in 2024 to capture employee perspectives not received in 2023 and to establish any trends as a result of organizational actions in 2023. The 2024 survey will conclude in February.

Samples of flyers used to communicate EWEB’s response to workforce interests...

ABOUT THAT EMPLOYEE ENGAGEMENT SURVEY FROM JANUARY...

Your input indicated we are proud of our work, exhibit respect in our relationships, and are committed to this organization.

Your input also identified areas for improvement. Here’s an update on some of the actions taken and planned in response to your feedback.

WHAT YOU SAID NEEDS IMPROVEMENT	ACTIONS TAKEN - 2023	ACTIONS PLANNED - 2024
Diversity, Equity, and Inclusion (DEI)	Staff worked with our Board of Commissioners on a new Diversity Equity and Inclusion policy that was adopted in October. Workforce Services is implementing recommendations from DEI recruitment practices audit. We are conducting exit interviews to understand why employees voluntarily depart from EWEB.	By approaching our work with a DEI lens, our practices and decision-making processes can better serve the needs of all individuals. We are creating a roadmap to guide us on this journey and bring focus to the areas we will address first. Some of the priority objectives will be included in our 2024 organizational goals.

Thank you to everyone who participated in this process. There will be another opportunity to provide anonymous feedback when we conduct the next employee survey in January 2024.

Scan to learn more

ABOUT THAT EMPLOYEE ENGAGEMENT SURVEY FROM JANUARY...

Your input indicated we are proud of our work, exhibit respect in our relationships, and are committed to this organization.

Your input also identified areas for improvement. Here’s an update on some of the actions taken and planned in response to your feedback.





WHAT YOU SAID NEEDS IMPROVEMENT	ACTIONS TAKEN - 2023	ACTIONS PLANNED - 2024
Executive Team and Divisional Leadership	“Tour de Frank” to get more feedback Improving organizational alignment and communications	Decision to re-survey in January Completing quarterly reporting and policy deployment improvements
Cross department communications and collaboration	EES project to improve cross team collaboration Added Diversity Team activities, started SPARK and Veterans support group to connect employees	Improving communication channels from top-down Increasing engagement activities to connect employees across departments
Compensation and benefits	Added more flexible leave Market-adjustment raises for MAPT employees and new IBEW contract	Fitness membership for all employees Trainings to help employees maximize benefits
Career development and advancement	Created Board Diversity, Equity and Inclusion Policy	More job shadowing and “acting” assignments to learn new skills

Thank you to everyone who participated in this process. There will be another opportunity to provide anonymous feedback when we conduct the next employee survey in January 2024.

Scan to learn more

2d) Working with the Board of Commissioners to develop and deploy polices that weave principles of DEI (diversity, equity, and inclusion) and resiliency into our work.

Submitted By: Rod Price, Assistant General Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary 2023 objectives achieved</p>	 <p>Item of Interest DEI and Resiliency polices completed and adopted</p>
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COMPLETED

- SD22 Resiliency Policy - Final policy reviewed and adopted during the August Board Meeting.
- SD23 Diversity Equity and Inclusion Policy - Final policy reviewed and adopted during October Board Meeting.
- Planning is underway for implementation of both policies.

GOAL 3 – IMPLEMENT THE EWEB ENTERPRISE SOLUTIONS (EES) STRATEGY

Prepare to replace aging customer and financial information software systems in 2024 with SAP for Utilities by: creating and implementing a staffing plan for deployment and on-going support, cleansing legacy data, defining SAP cloud architecture, and mapping existing processes to the new applications while minimizing customization.

Submitted By: Deborah Hart, Chief Financial Officer; Travis Knabe, Chief Information Officer; Julie McGaughey, Chief Customer Officer

<p>Overall Status</p>  <p>Below Target</p>	<p>Status Summary</p> <p>Budget - on track Scope - on track Schedule - behind</p> <p>Product development and configuration is behind schedule. Mitigations in place include deferring functionality and adding additional Deloitte developers.</p>	<p>Item of Interest</p> <p>The project team made over 150 decisions on the design of the solution, adhering to the guiding principle of 90% out of the box.</p> <p>This is an achievement to be extremely proud of. Customizations create challenges both during implementation and for on-going support and maintenance of the system.</p>
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PROJECT MILESTONES

- EES Budget continues to be on track with no plan to request increase on approved contracts.
- Project scope has remained consistent throughout the project, maintaining the goal to be 90% out of the box.
- Meter to Cash functionality is being prioritized. Additional build cycles and Deloitte resources have been added.
- There are currently 70 EWEB staff directly involved in the project.
- The project has created opportunities for approximately 20 EWEB staff not directly involved in the project to step into new roles including AIC Supervisors and Managers.

COMPLETED

- Solution Implementation partner Deloitte was selected and on-boarded.
- The Prepare and Imagine phases of the project were fully completed, with the Build phase kicked off in October.

IN PROGRESS

- Plans for Q1 include finalizing functional testing, data cleansing, data migration preparation, and continuing build; focusing on Meter to Cash.

GOAL 4 – BUILD ON THE 2022 INTEGRATED RESOURCE PLAN (IRP)

Preparing an IRP for Board endorsement utilizing stakeholder outreach, iterative analysis to test future scenarios and finalized model results. Launch the analysis of the Bonneville Power Administration product options, “electives”, and terms and conditions anticipated in the next contract.

Submitted By: Megan Capper, Energy Resources Manager; Brian Booth, Chief Energy Officer

<p>Overall Status</p> <p>Achieved</p>	<p>Status Summary The Integrated Resource Plan was completed and associated action items approved by the board in August 2023.</p>	<p>Item of Interest IP and EWEB came together for both utility, customer, and community to extend the IP generation and power sales agreement to 2028.</p>
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PROJECT MILESTONES



COMPLETED

- EWEB’s 2023 Integrated Resource Plan was completed, and action items approved, by the board in August 2023.
- Two new employees have joined the energy division. Eli Volem fills a vacancy from 2022 and will support the BPA Post-2028 Provider of Choice Contract development and transmission initiatives. Emily Tozier backfills our Jon Hart as our Power Planning Supervisor and is responsible for the organization’s commodity program.

IN PROGRESS

- BPA has rolled out its post 2028 contract roadmaps to meet the December 2025 contract signing deadline. These workstreams include policy implementation and contract development, new rate design, residential exchange, resource program, and product development.

GOAL 5 – PROGRESS TOWARD CONSTRUCTION OF THE WILLAMETTE DRINKING WATER TREATMENT PLANT

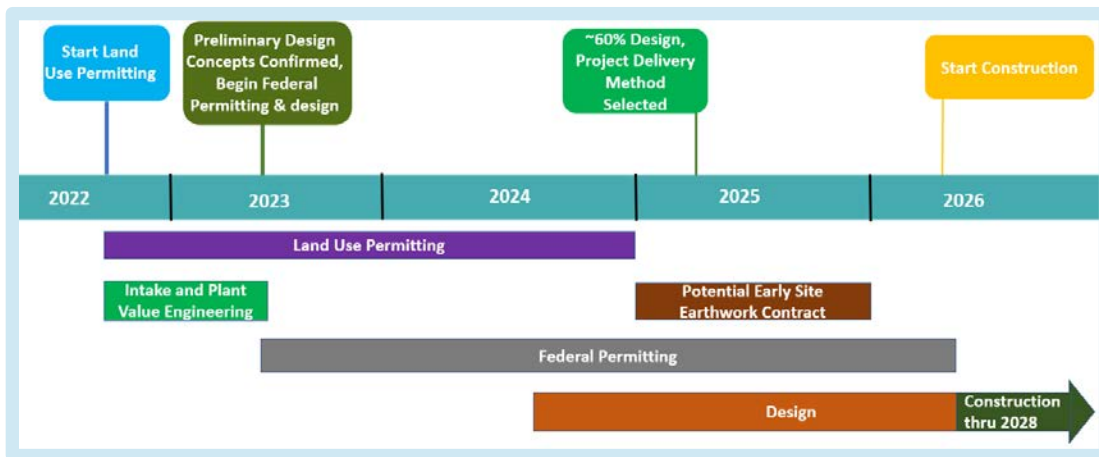
By performing preliminary design verification and value engineering, completing the property annexation and initiation of plan/code amendments, completing the initial surveying and environmental investigations to support design and permitting efforts, and initiating the federal permitting process for the river intake and treatment plant facilities.

Submitted By: Wally McCullough, Water Engineering Supervisor; Mike Masters, Water Operations Manager; and Karen Kelley, Chief Operations Officer

<p>Overall Status</p>	<p>Status Summary Land use and permitting efforts are continuing. Near term goals are to have land use approvals by end of 2024 and Federal permit applications submitted in Q2-2024</p>	<p>Item of Interest There are delays in the first critical land use action which is approval of the Public Facilities Services Plans (PFSP). Originally scheduled for spring 2023, now projected sometime in 2024. Approval requires joint action by Eugene, Springfield, and Lane County. The project team is working to resolve this delay.</p>
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PROJECT MILESTONES

Preliminary project stages and milestones for the Second Source Project are shown below.



COMPLETED

- Preliminary design for both Willamette treatment plant and river intake (2014-2017)
- Negotiation of alternative treatment plant location and access/pipeline easements with the Springfield Utility Board.
- Bulk of construction of access road to serve as secondary access to treatment.
- General project, annexation, and code amendment Development Initiation Meetings with City of Springfield.
- Retainage of consultants for land use approvals, federal permitting, and value engineering.
- Application submittal for an additional water right on Willamette River through access to federal stored water. Additional rights will supplement existing Willamette rights and establish process for future access to stored water.
- Held kick-off meeting for communication planning to support project and environmental permitting.

IN PROGRESS

- Working with consultants on land use and federal permitting approvals including strategizing approach to PFSP approval.
- Communication planning and continued funding options research.

GOAL 6 – COMPLETE INITIAL LEABURG DECOMMISSIONING ACTION PLAN

Consistent with the Record of Decision approved via Resolution 2302, including identification of major project milestones through 2033, by coordinating with key public stakeholders, external agencies, the Board of Commissioners and integrating with our near-term risk reduction measures to comply with FERC dam safety requirements.

Submitted By: Lisa Krentz, Generation Manager; Karen Kelley, Chief Operations Officer

<p>Overall Status</p> <p>Achieved</p>	<p>Status Summary</p> <p>The final LDAP was delivered to the Board in December in advance of the January Board meeting requesting approval.</p>	<p>Item of Interest</p> <p>Removal of a turbine at Leaburg Powerhouse was completed in December, allowing an additional 1,000 cfs of stormwater conveyance capacity.</p>
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PROJECT MILESTONES



COMPLETED

Leaburg Decommissioning Action Plan (LDAP):

- The Final LDAP was completed in December in preparation for Board approval at the January 2024 meeting.
- Outreach to transportation agencies (Lane County and Oregon Department of Transportation) to coordinate on public access issues related to the eventual removal of Leaburg Dam and bridge.
- Parcel research to inform future transportation alternatives analysis and estimate impacts of lake restoration on adjacent properties.

Near Term Risk Reduction Measures (NRR):

- Removal of a turbine at Leaburg Power Plant to pass an additional 1,000 cfs is stormwater.
- Drilling Program Plan (DPP) for subsurface investigations submitted to FERC in March. Awaiting approval. Property acquisition adjacent to canal.

IN PROGRESS

LDAP:

- Although the final LDAP was approved by the Board in January, it is a living document that will be updated as various phases are implemented and new information becomes available.
- Continued coordination with transportation agencies.
- Continued public outreach.
- Recruitment for one additional FTE to support the decommissioning effort.

NRR:

- FERC approval for the DPP is expected in Q1 2023. Drilling will commence in 2024.

GLOSSARY

AF: Availability Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were available for operation.

AMI: Advance Metering Infrastructure

BLM: Business Line Manager

BPA: Bonneville Power Administration

CI: Continuous Improvement

CIA: Contributions in Aid of Construction

CIS: Customer Information System (an IT System Application)

CIP: Capital Improvement Plan

CIP: Critical Infrastructure Protection (NERC Compliance)

CRM: Customer Relationship Manager

CSU1 and CSU2: Carmen-Smith turbine units 1 & 2

DEI: Diversity, Equity and Inclusion

EES: EWEB Enterprise Solutions (Organization-wide IT System)

FERC: Federal Energy Regulatory Commission

FCRPS: Federal Columbia River Power System

FOF: Forced Outage Factor. Multiplied by 100, this factor indicates the percentage of time that the generating units were forced offline due to an unplanned event.

GCF: Gross Capacity Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating continuously at full capacity.

GIS: Geographical Information System

GOF: Gross Output Factor. Multiplied by 100, this factor indicates the percentage of megawatt hours generated relative to the maximum number of megawatt hours that could have been generated if the generating unit had been operating at full capacity when available to generate.

HW - Harvest Wind

ICS: Incident Command System

IRP: Integrated Resource Plan

IP: International Paper

KGAL: 1,000 gallons

KW: Kilowatt (1,000 watts)

KWH: Kilowatt-Hour

KPI: Key Performance Indicator

LBU1 and LBU2 - Leaburg turbine units 1 & 2

NERC: North American Electric Reliability Corporation

NRR: Near term Risk Reduction

OHSA: Occupational Health & Safety Administration

PERS: Public Employees Retirement System

PPE: Personal Protective Equipment

PSPS: Public Safety Power Shutoff

PUC: Public Utility Commission

RCP: Retail Cash Payment

RMC: Risk Management Committee

SAIDI: System Average Interruption Duration Index

SAIFI: System Average Interruption Frequency Index

STC - Stone Creek

TB - Trail Bridge

WAM: Work and Asset Management (an IT System Application)

WGA: Western Generation Agency (WGA) is the name of the intergovernmental entity formed by EWEB and Clatskanie People's Utility District (CPUD). The WGA steam turbine generator is located at the Georgia Pacific paper mill named Wauna.

WV – Walterville

APPENDICES

- Appendix A: Electric Utility Financial Statement (EL1)
- Appendix B: Water Utility Financial Statement (EL1)
- Appendix C: Electric Utility EL-1 Capital Report
- Appendix D: Water Utility EL-1 Capital Report
- Appendix E: Capital Spending Summary (Supplement to EL1 Reports)
- Appendix F: Contracts Awarded Report (EL2)
- Appendix G: Community Investment Report (EL3)
- Appendix H: Electric Division Details
- Appendix I: Water Division Details
- Appendix J: Workforce Composition
- Appendix K: Customer Division Details

Disclaimer: The unaudited financial statements provided in this report are intended for management purposes only.

ELECTRIC UTILITY FINANCIAL STATEMENT (EL1) | FY2023 (PRELIMINARY)

APPENDIX A

ELECTRIC CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In millions)

	Twelve Months Ended December 31,		YTD Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 288.3	\$ 313.7	\$ 333.5	\$ (45.2)
Operating expenses	283.8	292.9	324.9	41.1
Net operating income (loss)	4.5	20.8	8.6	(4.1)
Non-operating revenues	11.4	2.7	3.2	8.2
Non-operating expenses	7.3	27.3	7.1	(0.2)
Income (loss) before capital contributions	8.6	(3.8)	4.7	3.9
Capital contributions	4.8	2.5	4.0	0.8
Increase/(Decrease) in net position	\$ 13.4	\$ (1.3)	\$ 8.7	\$ 4.7

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

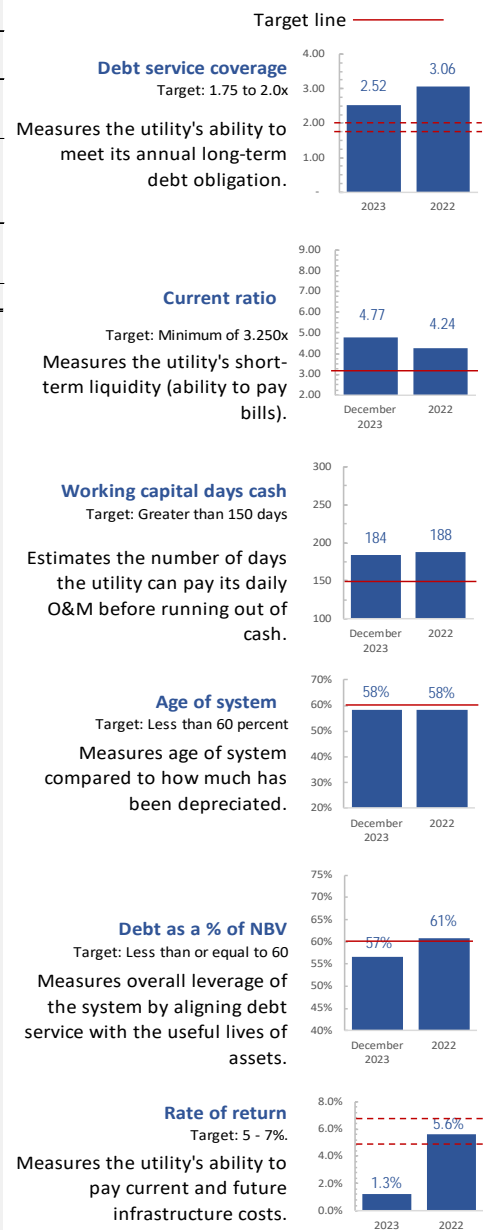
	December 31,	
	2023	2022
Current assets	\$ 143.3	\$ 170.0
Net utility plant	433.9	432.2
Other assets	115.4	97.8
Total assets	692.6	700.0
Deferred outflows of resources	28.7	34.0
Total assets and deferred outflows	\$ 721.3	\$ 734.0
Current liabilities	\$ 39.9	\$ 52.4
Long-term debt	196.3	206.5
Other liabilities	65.3	56.9
Total liabilities	301.5	315.8
Deferred inflows of resources	12.1	24.0
Total net position	407.7	394.2
Total liabilities, deferred inflows, and net position	\$ 721.3	\$ 734.0

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)

	YTD	Annual Working Budget	
	12/31/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 21.9	\$ 23.3	94.0%
Type 2 - Rehabilitation and expansion	25.9	23.3	111.2%
Type 3 - Strategic projects	17.2	27.6	62.3%
Total capital	\$ 65.0	\$ 74.2	87.6%

FINANCIAL STRENGTH MEASUREMENTS



WATER UTILITY FINANCIAL STATEMENT (EL1) | FY2023 (PRELIMINARY)

APPENDIX B

WATER CONDENSED STATEMENT OF REVENUES, EXPENSES, & CHANGES IN NET POSITION (Unaudited)

(In thousands)

	Twelve Months Ended December 31,		Budget Comparison	
	2023	2022	Budget \$	Variance
Operating revenues	\$ 46,191	\$ 44,061	\$ 44,266	\$ 1,925
Operating expenses	39,819	36,080	46,028	6,209
Net operating income (loss)	6,372	7,981	(1,762)	8,134
Non-operating revenues	6,419	1,319	3,345	3,074
Non-operating expenses	3,190	2,202	2,080	(1,110)
Income (loss) before capital contributions	9,601	7,098	(497)	10,098
Capital contributions	2,316	1,839	1,281	1,035
Increase in net position	\$ 11,917	\$ 8,937	\$ 784	\$ 11,133

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

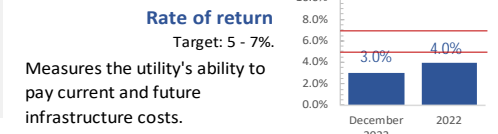
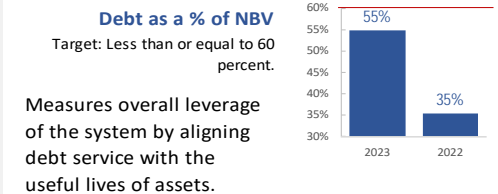
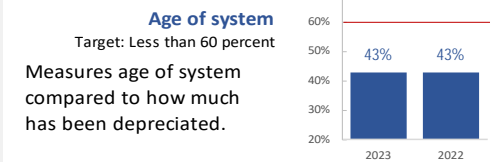
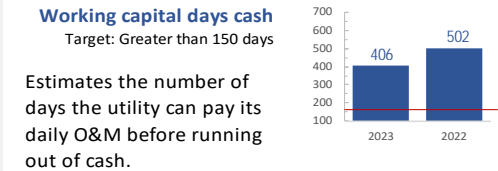
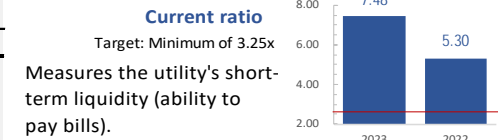
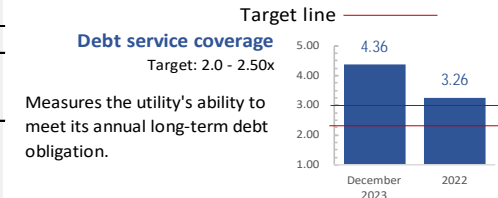
	December 31,	
	2023	2022
Current assets	\$ 81.9	\$ 47.0
Net utility plant	254.4	229.9
Other assets	11.4	12.1
Total assets	347.7	289.0
Deferred outflows of resources	8.8	10.7
Total assets and deferred outflows	\$ 356.5	\$ 299.7
Current liabilities	\$ 10.9	\$ 8.9
Long-term debt	112.7	68.7
Other liabilities	20.7	17.9
Total liabilities	144.3	95.5
Deferred inflows of resources	3.6	7.5
Total net position	208.6	196.7
Total liabilities, deferred inflows, and net position	\$ 356.5	\$ 299.7

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

	YTD	Annual Working Budget	
	12/31/2023	Budget \$	% of Budget
Type 1 - General capital	\$ 13,858	\$ 13,106	105.7%
Type 2 - Rehabilitation and expansion	\$ 19,647	23,312	84.3%
Type 3 - Strategic projects	\$ 836	1,050	79.6%
Total capital	\$ 34,341	\$ 37,468	91.7%

FINANCIAL STRENGTH MEASUREMENTS



ELECTRIC UTILITY EL1 CAPITAL REPORT | FY2023 (PRELIMINARY)

APPENDIX C

	ANNUAL BUDGET		2023 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
TYPE 1 - GENERAL CAPITAL				
Generation Infrastructure	\$ 2,202,000	\$ 2,201,942	\$ 818,300	37%
Substation Infrastructure	2,793,000	2,793,000	4,033,100	144%
Transmission & Distribution Infrastructure	9,698,000	9,697,799	8,097,900	84%
Telecommunications	992,000	992,252	363,000	37%
Downtown Network	1,093,000	1,093,050	2,119,900	194%
Information Technology	4,656,000	4,656,086	4,591,100	99%
Buildings, Land, & Fleet	1,845,000	1,844,850	1,896,500	103%
TOTAL TYPE 1 PROJECTS	\$ 23,279,000	\$ 23,278,979	\$ 21,919,800	94%
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Buildings & Land	\$ 2,593,000	\$ 2,593,500	\$ 316,500	12%
Electric T&D - Master Plan	12,012,000	12,012,000	11,017,500	92%
Distribution Resiliency Upgrades	63,000	63,001	18,900	30%
Infrastructure - Generation	3,629,000	3,629,126	2,087,900	58%
Electric Meter Upgrade	2,119,000	2,118,900	3,571,500	169%
Information Technology	2,866,000	2,865,618	8,864,700	309%
TOTAL TYPE 2 PROJECTS	\$ 23,282,000	\$ 23,282,145	\$ 25,877,000	111%
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS				
Carmen-Smith Relicensing	\$ 27,596,000	\$ 27,595,630	\$ 17,201,300	62%
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 74,157,000	\$ 74,156,754	\$ 64,998,100	88%

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

WATER UTILITY EL1 CAPITAL REPORT | FY2023 (PRELIMINARY)

APPENDIX D

	ANNUAL BUDGET		2023 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
TYPE 1 - GENERAL CAPITAL				
Source - Water Intakes & Filtration Plant	\$ 1,359,000	\$ 1,359,999	\$ 2,117,900	156%
Distribution & Pipe Services	6,385,000	7,984,003	8,892,900	111%
Distribution Facilities	1,365,000	1,864,622	1,828,700	98%
Information Technology	1,134,000	1,134,203	438,100	39%
Buildings, Land, & Fleet	763,000	763,402	580,500	76%
TOTAL TYPE 1 PROJECTS	\$ 11,006,000	\$ 13,106,228	\$ 13,858,100	106%
TYPE 2 - REHABILITATION & EXPANSION PROJECTS				
Distribution Facilities	13,545,001	11,745,001	10,584,500	90%
Distribution & Pipe Services	3,150,000	5,850,000	3,683,400	63%
Buildings & Land	812,000	812,000	99,700	12%
Water Meter Upgrade	2,000,000	2,000,004	2,479,600	124%
Information Technology	905,000	2,904,932	2,799,400	96%
TOTAL TYPE 2 PROJECTS	\$ 20,412,001	\$ 23,311,936	\$ 19,646,600	84%
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS				
Emergency Water Supply	525,000	525,000	279,200	53%
Second Source	525,000	525,000	557,000	106%
TOTAL TYPE 3 PROJECTS	\$ 1,050,000	\$ 1,050,000	\$ 836,200	80%
TOTAL WATER CAPITAL PROJECTS	\$ 32,468,001	\$ 37,468,164	\$ 34,340,900	92%

Type 1 - General Capital is budgeted Year-by-Year for recurring capital expenditures from January through December. Type 1 Capital includes categorized collections of projects of less than \$1 million, and typically involves dozens of individual projects that add up to \$3.5-4.5 million per year.

Type 2 projects have "discrete" scopes, schedules (launch through completion), and cost over \$1MM during the project life, and project life can span multiple years.

Type 3 projects are large strategic programs with long term impacts and are typically bond-funded.

CAPITAL SPENDING SUMMARY | Q4 / YEAR-END 2023

APPENDIX E

In accordance with Board Policy EL1, staff will provide the Board with quarterly updates for all current year projects on the Capital Improvement Plans.

General Capital Renewal and Replacement projects (Type 1) will be reported by category (e.g., substations, shared IT infrastructure, transmission & distribution mains).

Infrastructure Rehabilitation & Expansion (Type II) and Strategic Projects (Type III) will be reported individually. Type II and III projects are further defined as those that are projected to be greater than \$1 million for the life of the project.

ELECTRIC UTILITY AND SHARED SERVICES CAPITAL SPENDING SUMMARY

TYPE 2 – REHABILITATION & EXPANSION (ELECTRIC AND SHARED SERVICES)

Shared Services project updates are provided within the Electric Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Currin Substation Rebuild

Project initiated early 2020 and construction in progress, expected to last through Mid-September 2024. Cost higher than estimate due to supply chain impacts and higher construction costs.

Project Initiation:	Jan - 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec – 2022	Actual Project Costs To-Date:	\$13,418,515
Projected Completion:	Sep – 2024	Total Final Cost Projection:	\$15,988,000

Leaburg Canal Risk Mitigation (Near Term Risk Reduction Measures)

Project Initiation*:	Jul - 2021	Initial Scope Budget:	\$21,500,000
Initial Planned Completion:	Dec – 2028	Actual Project Costs To-Date:	\$2,230,000
Projected Completion*:	Dec – 2028	Total Final Cost Projection:	\$29,400,000

*Initial budget was developed prior to determining the long-term plan for the canal. The additional final cost will be offset by a reduction in O&M expenses related to decommissioning. Total cost does not yet include real property acquisitions that are needed for risk reduction measures.

TYPE 3 – CARMEN SMITH RELICENSING (ELECTRIC AND SHARED SERVICES)

Carmen-Smith License Deployment

Project Initiation*:	Nov - 2016	Initial Scope Budget:	\$139,000,000
Initial Planned Completion:	Dec - 2027	Actual Project Costs To-Date:	\$93,258,000
Projected Completion:	Dec - 2030	Total Final Cost Projection:	\$174,000,000

*Difference between initial budget and final cost projection is primarily due to additional regulatory requirements, significant escalation in material pricing, and unfavorable bidding conditions.

¹ Emergency Water Supply reporting relates to City of Eugene’s CAP2.0 action item R20 (install emergency water stations)

CAPITAL SPENDING SUMMARY | Q4 / YEAR-END 2023

APPENDIX E

WATER UTILITY CAPITAL SPENDING SUMMARY AND PROJECT UPDATES

TYPE 2 – REHABILITATION & EXPANSION (WATER AND SHARED SERVICES)

Shared Services project updates are provided within the Water Utility Capital section below, but the project budget and costs are split between Electric and Water in Appendix C and D.

Distribution Facilities and Pipe/Services

The E. 40th Project, the Hilyard Transmission Main, and the AMI Water Meter Project are listed below and included in this category on the EI-1 Report. No other significant Type 2 activity occurred in Q3 2023.

E 40th Reservoir Project

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000*
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$25,441,000
Projected Completion:	2024**	Total Final Cost Projection:	\$28,000,000

*Difference between initial scope budget and final const projection reflects Board decision to accelerate second tank construction at the site and build two tanks with initial contract.

**Tanks anticipated to be operational in early Q1 2024, tank backfilling and site restoration will continue through 2024

Hilyard Street Transmission Main

Project Initiation:	2018	Initial Scope Budget:	\$4,600,000*
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$3,551,000
Projected Completion:	2024	Total Final Cost Projection:	\$11,000,000*

*Difference between initial scope budget and final cost project due to increases in scope of work (including addition of water main replacement ~\$1M), significant escalation in material pricing, unfavorable bidding conditions, and more extensive road restoration efforts than originally anticipated.

AMI Water Meter Upgrade

Project Initiation:	2018	Initial Scope Budget:	\$17,828,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$16,679,000
Projected Completion:	2024	Total Final Cost Projection:	\$19,000,000

TYPE 3 – STRATEGIC PROJECTS AND PROGRAMS

Emergency Water Supply

Construction of new emergency distribution sites is anticipated to end in Q2- 2024 with an anticipated 7 sites. End date is pushed back from year end 2023 due to delays in City/4J coordination for last two sites.

Project Initiation:	2018	Initial Scope Budget:	\$4,000,000
Initial Planned Completion:	2021	Actual Project Costs To-Date:	\$2,474,000
Projected Completion:	2024	Total Final Cost Projection:	\$2,600,000

¹ Emergency Water Supply reporting relates to City of Eugene's CAP2.0 action item R20 (install emergency water stations)



CAPITAL SPENDING SUMMARY | Q4 / YEAR-END 2023

APPENDIX E

Second Source of Supply – Willamette Treatment Plant

For the purposes of this report, 2021 is used as the start of the current second source efforts, primarily with respect to cost and budget tracking. Projected completion assumes permitting complete in 2026 followed by 2-3 years construction.

Project Initiation:	2021	Initial Scope Budget:	\$90,000,000*
Initial Planned Completion:	2027	Actual Project Costs To-Date:	\$936,000
Projected Completion:	2028	Total Final Cost Projection:	\$100,000,000

*Difference between initial scope budget and final const projection primarily due to additional inflation added during 2023 CIP process.

¹ Emergency Water Supply reporting relates to City of Eugene’s CAP2.0 action item R20 (install emergency water stations)



CONTRACTS REPORT | Q4 / YEAR-END 2023

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
10/02/23	Pacific System Integration	Ridgefield, WA	HMI Upgrades at Leaburg and Walterville Powerhouses	02/28/24	\$48,600	Direct Negotiation	Karen Kelley
10/05/23	BC Fabrication & Repair	Junction City, OR	Fabrication, Welding & Repair Services	08/31/28	\$149,999	Quotes	Karen Kelley
10/12/23	General Pacific	Fairview, OR	Thermostat Rebate Program	11/01/25	\$145,000	Informal RFP	Julie McGaughey
11/14/23	The Hermosa Beach Consulting Group, LLC	Hermosa Beach, CA	SAP Controls Implementation Services	11/20/24	\$120,000	Direct Negotiation	Deborah Hart
11/22/23	Overstory	Somerville, MA	Identification of Harazdous Trees Along Power Lines	12/31/25	\$123,720	Direct Negotiation	Rod Price
12/12/23	Pape' Machinery	Eugene, OR	John Deere 35G Excavator	05/13/24	\$79,168	Cooperative Agreement	Karen Kelley
12/14/23	The Beckage Firm	Buffalo, NY	Information Technology (IT) Policy and Plan Reviews	09/30/24	\$120,000	Direct Negotiation	Rod Price
12/19/23	Roberson Chrysler Dodge Jeep RAM	Salem, OR	2024 RAM 5500 Regular Cab Chassis	04/30/26	\$83,387	Cooperative Agreement	Karen Kelley
12/20/23	Proven Compliance Solutions (PCS)	Spokane, WA	North American Electric Reliability Corporation (NERC) Compliance Assessment	12/31/24	\$100,000	Direct Negotiation	Karen Kelley
12/21/23	Redwood Software, Inc (SHI is Omnia VAR)	Frisco, TX	Workload Automation Implementation	10/31/24	\$43,830	Cooperative Contract	Travis Knabe

For questions please contact Quentin Furrow, 541-685-7380

COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

As a customer-owned utility, community giving efforts are reserved for requests that closely align with the main priorities of EWEB's Board-adopted Strategic Plan:



- providing safe and reliable water and electricity to our customers,
- and helping our community be prepared and recover from emergencies.

\$20,862,077*
invested in 2023

**Does not including Energy Efficiency loans, Water Truck deployments, Greenpower grant awards yet to be paid out/finalized, or volunteer/ambassador efforts and events.*

INVESTMENT TYPE CATEGORIES



BOARD DIRECTED

Items that are funded through rates and specifically approved by the Board of Commissioners. Examples include education grants, limited income programs and system development charge (SDC) waivers.



CUSTOMER VOLUNTARY

Greenpower Program, an optional customer program that allows customers to support clean, sustainable energy and encourage renewable energy projects in our local community.



DISCRETIONARY

Projects, events, sponsorships and/or other requests of support from the community or industry directed to individual departments or the organization as a whole. Requests that provide strong alignment between EWEB's Strategic Plan are vetted through the General Manager's office for consideration.



MANDATORY

Because EWEB is a public agency, it is exempt from taxes. Instead, we contribute a portion of electricity sales revenue to the cities of Eugene and Springfield in the form of Contributions in Lieu of Taxes, or CILT.



OREGON CLEAN FUELS PROGRAM

Funding for all of EWEB's transportation electrification programs is made possible by the Oregon Clean Fuels Program.



COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

TOTAL \$842,569

**Including Greenpower grant disbursements to date.*



CITY OF EUGENE, EUGENE SCIENCE CENTER, FRIENDS OF TREES, HIV ALLIANCE, HOMES FOR GOOD HOUSING AGENCY, LOOKING GLASS COMMUNITY SERVICES, UNIVERSITY OF OREGON
 2023 Electric Mobility Community Grants

\$159,060

The Electric Mobility Community Grant program provides funding to non-profits, academic institutions, and public organizations to support transportation electrification projects that serve our community and customers. Special consideration is given to projects that advance electric mobility in underserved communities. Funding for these grants is made possible by the Oregon Clean Fuels Program. In Q4 2023, EWEB funded 7 transportation electrification community projects totaling \$159,060. The 2023 grant recipients were: City of Eugene, Eugene Science Center, Friends of Trees, HIV Alliance, Homes For good, Lane County, Looking Glass Community Services, and University of Oregon.



MCKENZIE FIRE & RESCUE
 Disaster Relief Logistics Center

\$3,500

The McKenzie Fire & Rescue is building a disaster relief logistics center for staging and management of emergency staff, utility repair coordination, road clearing efforts and inter-agency communications during severe events such as wildfires, floods, and earthquakes. EWEB will provide approximately \$3500 of in-kind financial support for new electric service. (The Electric Division will cover funding for this community investment.)



FRIENDS OF TREES
 2023 Greenpower grant winner - up to \$50,000

\$17,500

The grant will fund the expansion of their Neighborhood Tree program to all areas in Eugene with low tree equity scores. Friends of Trees use shade equity tools – such as American Forests’ tree equity map, Tree Plotter, and others – to prioritize outreach and communication to low-income, racially diverse areas lacking tree canopy cover.



EWEB CUSTOMER CARE PROGRAM
 Run to Stay Warm

\$6,209

11/19/23 - The Run to Stay Warm took place on Sunday, November 19 and included a Half Marathon, 10K and 5K, along with a free 400-meter kid's run. This annual Eugene tradition celebrated its 17th anniversary and supports EWEB's Customer Care Program, which helps income-qualifying customers who are struggling to pay their utility bills and stay warm through the cooler months. The water trailer is also deployed to provide water for race participants.



OREGON ENVIRONMENTAL COUNCIL
 23-24 Business & Environment Speaker Series






\$1,250

10/11/23 - The two events focus on current clean technology economic development opportunities and on bridging Oregon's rural-urban divide through collaborative efforts to advance sustainable solutions.

Q4 TOTAL \$187,519

COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

	EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION¹	\$9000
	Explore Electric Transportation Event	
	09/24/23 - Join EVEVA and a host of community partners at the Amazon Community Center to see all the modes of electric transportation open to you. Plus get lots of information about charging vehicles, purchase incentives, and more. EWEB provided a \$9,000 grant to the Emerald Valley Electric vehicle Association to support their ongoing work on education and events on electric vehicle technology like this one. Funding for this grant and all of EWEB's transportation electrification programs is made possible by the Oregon Clean Fuels Program.	
	FRIENDS OF TREES	\$7500
	2021 Greenpower grant winner - up to \$50,000	
	Final disbursement for 2021 grant. Funds will be used for tree planting efforts with a focus on urban areas and communities historically excluded from the benefits of green space. The project will also include engaging volunteers in the stewardship of trees to promote more sustainable neighborhoods and urban habitat areas.	
	PACIFIC NORTHWEST LINEMAN RODEO	\$5363
	29th Annual Pacific Northwest Lineman Rodeo	
	07/22/23 - Each year, electrical workers from across the west will gather in Gresham, Oregon, to participate in the Pacific Northwest Lineman Rodeo. The rodeo is a family fun, action filled event where teams of linemen and apprentices compete in activities that test their speed, safety, and trade skills, with all proceeds going to the Legacy Oregon Burn Center. This year, EWEB will not only have teams competing in the event, but we're sponsoring the event as well. EWEB's electric safety trailer will be there for families and onlookers to learn about proper electrical safety from an EWEB crew.	
	JUL-DEC 2023 EDUCATION GRANTS	
	Eugene 4J School District	\$130,000
	Bethel School District	\$40,500
	McKenzie School District	\$11,000
	Springfield School District	\$24,500
	07/05/23 - As a part of our commitment to education, we dedicate grant funds to the four school districts in our service area in support of water and energy curriculum and activities. Each year thousands of students benefit from the programs funded through EWEB's education grants.	
Q3 TOTAL \$227,863		
	EUGENE 4J, BETHEL AND SPRINGFIELD SCHOOL DISTRICTS²	\$17,450
	EWEB EV Challenge	
	06/14/23 - Supported by an EWEB grant, middle school students from Eugene 4J, Bethel, and Springfield school districts competed in the second annual EWEB EV Challenge (formerly the EWEB Solar Challenge) racing their hand-build EVs. The program, which culminates in a district-wide EV	







¹ EWEB's Explore Electric Transportation Event relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

² EWEB's EV Challenge relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

race, generates enthusiasm for science and improves students' understanding of scientific concepts, particularly aerodynamics, design, transportation, renewable energy concepts, engineering, gravity, and friction.

	<p>ADVENTURE! CHILDREN'S MUSEUM, BAGS OF LOVE, BOYS AND GIRLS CLUBS OF EMERALD VALLEY, CASA OF LANE COUNTY, CENTRO LATINO AMERICANO, CITY OF EUGENE, CITY OF EUGENE – CAMPBELL COMM CENTER, CITY OF VENETA, CONNECTED OF LANE COUNTY, DOWN TOWN LANGUAGES, EMERGENCE, EUGENE CHAMBER OF COMMERCE, EVERY CHILD OF LANE COUNTY, FOOD FOR LANE COUNTY, GARTEN, HABITAT FOR HUMANITY OF CENTRAL LANE, LANE COUNTY HISTORY MUSEUM, LOOKING GLASS, LOVE FOR LANE COUNTY, RELIEF NURSERY INC., SHELDON COMMUNITY CENTER, SINGING CREEK CENTER</p>	Value undetermined
	<p>Donation of surplus office furniture and equipment from the Headquarters building</p>	
	<p>June - EWEB recently provided the opportunity to “shop” the no-longer-needed office furniture and equipment from the decommissioned riverfront Headquarters building to various community organizations. Out of all the surplus furniture, Staff estimate that approximately 30% was kept by the City of Eugene, 60% went to public agencies and nonprofits, 5% was recycled, and only 5% went to landfill. Of the hundreds of pieces of furniture, EWEB donated 208 chairs, 31 desks, 51 tables, 67 filing cabinets, 75 bookshelves, and 81 pieces of miscellaneous items.</p>	
	<p>EWEB ENERGY SHARE PROGRAM SPARK - EWEB's Employee Engagement Team Garden Plant Sale</p>	\$500
	<p>05/24/23 - Plant starts donated by EWEB employees were available for purchase with prices set as “pay as you will” and all proceeds benefitting the EWEB Energy Share Program.</p>	
	<p>EWEB ENERGY SHARE PROGRAM SPARK - EWEB's Employee Engagement Team 5th Annual Golf Scramble</p>	\$1,478
	<p>05/19/23 – SPARK hosted the 5th annual golf scramble for employees with all proceeds benefitting the EWEB Energy Share Program.</p>	
	<p>BLACK UNITED FUND OF OREGON, EARTHSHARE, EWEB'S ENERGY SHARE, OUR CHILDREN OREGON, UNITED WAY OF LANE COUNTY EWEB's Annual Employee Giving Campaign</p>	\$16,571
	<p>05/01-05/12 – EWEB’s annual Employee Giving campaign ran May 1-12. The annual campaign offers employees the opportunity to donate money to United Way of Lane County, EarthShare, Black United Fund of Oregon, Our Children Oregon, and their associated federation charities, EWEB’s Energy Share program and other employee-selected charities via payroll deduction, credit card or check.</p>	
	<p>FRIENDS OF TREES 2023 Greenpower grant winner – will receive up to \$50,000</p>	Funds not yet disbursed
	<p>04/24/23 - The grant will fund the expansion of their Neighborhood Tree program to all areas in Eugene with low tree equity scores. Friends of Trees use shade equity tools – such as American Forests’ tree equity map, Tree Plotter, and others – to prioritize outreach and communication to low-income, racially diverse areas lacking tree canopy cover.</p>	
	Q2 TOTAL \$35,999	
	EWEB ENERGY SHARE PROGRAM	\$697

COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

SPARK - EWEB's Employee Engagement Team Valentine's Bake Sale

02/14/23 - 16 employees volunteered to bake items as part of EWEB's Employee Engagement Team SPARK's effort to raise money for EWEB's Energy Share program.



VIDA MCKENZIE COMMUNITY CENTER

\$24,200

In-kind donation for rebuild

01/26/23 - EWEB crews will provide labor and materials to install certain infrastructure necessary for undergrounding electric service for the Vida McKenzie Community Center at no charge (estimated cost of \$14,200 to EWEB). Additionally, EWEB will provide \$10,000 for the Community Center to use toward additional service equipment and installation performed by their contractor.



CASCADIA MOBILITY³

\$24,990

2022 E-mobility Community Grant

01/24/23 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. Cascadia Mobility, the nonprofit operator of Eugene's bike-share program PeaceHealth Rides, submitted a proposal to use the funds to purchase electric pedal assist tricycles that will be used to support the bike share fleet maintenance and repair. These electric trikes will be outfitted to comfortably handle daily commercial use and have safety lighting, improved gear ratios, extra batteries, and custom decking to haul equipment and the ride-share bikes. The new electric tricycles are expected to be put into service in Spring 2023. Funding for this program is in part made possible by the [Oregon Clean Fuels Program](#) (CFP) administered by the Oregon Department of Environmental Quality (ODEQ).



JAN-JUNE 2023 EDUCATION GRANTS

Eugene 4J School District

\$130,000

Bethel School District

\$40,500

McKenzie School District

\$11,000

Springfield School District

\$24,500

01/09/23 - As a part of our commitment to education, we dedicate grant funds to the four school districts in our service area in support of water and energy curriculum and activities. Each year thousands of students benefit from the programs funded through EWEB's education grants.



WESTERN REGIONAL MUTUAL AID GROUP (WRMAG)

\$131,667

Mutual Aid

01/05-01/15 - Several Utilities in California made mutual aid requests via the Western Regional Mutual Aid Group (WRMAG) in response to the atmospheric river event. EWEB sent a 5-man crew to assist with storm restoration near Redding. The crew finished up near Sacramento on the 15th and returned home.



PACIFIC GAS & ELECTRIC

\$1,590

³ EWEB's 2022 E-Mobility Community Grant relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).



COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

Mutual Aid

12/29-12/31 - Carry over costs from year-end mutual aid assistance provided.



MAPLETON WATER DISTRICT

Mutual Aid

12/28-12/30 - Carry over costs from year-end mutual aid assistance provided.

\$2,043





Q1 TOTAL \$391,188



COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

APPENDIX G

CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

ENERGY EFFICIENCY INCENTIVES ⁴		Q1	Q2	Q3	Q4	TOTAL
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives – Residential Q4 - 485 residential projects. Q3 - 482 residential projects. Q2 - 254 residential projects. Q1 - 299 residential projects.	\$293,153	\$268,551	\$353,482	\$624,327	\$1,539,513
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Non-residential Q4 - 50 commercial projects. 3 industrial projects. Q3 - 19 commercial projects. 5 industrial projects. Q2 - 20 commercial projects. 1 industrial projects. Q1 - 11 commercial projects. 4 industrial projects.	\$139,357	\$88,707	\$313,824	\$839,122	\$1,381,010
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Efficient Growth Q4 - 58 residential heating conversions. Q3 - 46 residential heating conversions. 1 commercial project. Q2 - 39 residential heating conversions. Q1 - 33 residential heating conversions.	\$24,000	\$23,600	\$34,350	\$31,800	\$113,750
	EWEB ENERGY EFFICIENCY PROGRAMS⁵ Transportation Electrification Q4 - 68 residential EV chargers, 4 commercial EV Chargers. 232 electric bikes. 7 transportation electrification grant. Q3 - 53 residential EV chargers, 18 commercial EV Chargers. 397 electric bikes. 1 transportation electrification grant. Q2 - 59 residential EV chargers, 4 commercial EV Chargers. 301 electric bikes. 1 transportation electrification grant.	\$120,870	\$155,767	\$232,565	\$268,295	\$777,497

⁴ The first three programs listed on this table (EWEB Energy Efficiency Programs for Residential and Non-Residential Incentives as well as Efficient Growth) relate to City of Eugene’s CAP2.0 Building Energy action item B12.

⁵ EWEB’s energy efficiency programs related to transportation electrification relate to City of Eugene’s CAP2.0 Transportation action items T24 and T36 (EV marketing and awareness).



COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

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Q1 - 82 residential EV chargers, 5 commercial EV Chargers, 158 electric bikes, 1 transportation electrification grant.

 <p>EWEB GREENPOWER PROGRAM Solar Electric Incentives</p> <p>Q4 - 25 residential projects. Q3 - 36 residential projects. Q2 - 50 residential projects. Q1 - 65 residential projects.</p>	<p>\$40,655</p> <p>\$54,173</p> <p>\$41,903</p> <p>\$17,071</p> <p>\$153,802</p>
 <p>EWEB WATER CONSERVATION PROGRAMS Hand Valve and Toilet Rebates, Septic Maintenance Incentives</p> <p>Q4 - 24 efficient toilets, 24 hand valves and 16 septic pumping rebates. Q3 - 25 efficient toilets, 27 hand valves and 11 septic pumping rebates. Q2 - 34 efficient toilets, 28 hand valves and 11 septic pumping rebates. Q1 - 21 efficient toilets, 23 hand valves and 15 septic pumping rebates.</p>	<p>\$7,025</p> <p>\$7,725</p> <p>\$7,100</p> <p>\$8,275</p> <p>\$30,125</p>
TOTAL	<p>\$625,060</p> <p>\$598,523</p> <p>\$983,224</p> <p>\$1,788,890</p> <p>\$3,995,697</p>

LIMITED INCOME ASSISTANCE⁶

	Q1	Q2	Q3	Q4	TOTAL
 <p>EWEB CUSTOMER CARE PROGRAM Limited Income Energy Assistance</p> <p>Q4 - 972 customers served through ECC program (\$272,160), 399 through Energy Share (\$65,872). Q3 - 956 customers served through ECC program (\$267,780), 535 through Energy Share (\$99,742). Q2 - 1,340 customers served through ECC program (\$375,319), 335 through Energy Share (\$69,544), and 8 through Community Partner Care (\$2,937). Q1 - 1,774 customers served through ECC program (\$496,720), 345 through Energy Share (\$70,701), and 16 through Community Partner Care (\$9,500).</p>	<p>\$576,921</p> <p>\$447,800</p> <p>\$367,802</p> <p>\$338,032</p> <p>\$1,730,555</p>				
 <p>EWEB LIMITED INCOME ASSISTANCE Electric Line Repair Grants (Income eligible)</p> <p>Q4 - 2 grants. Q3 - 2 grants.</p>	<p>\$18,128</p> <p>\$10,443</p> <p>\$6,075</p> <p>\$7,495</p> <p>\$42,141</p>				

⁶ EWEB's Limited Income Assistance Programs relate to City of Eugene's CAP2.0 Building Energy action item B11.

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Q2 - 5 grants.
Q1 - 5 grants.



EWEB WATER CONSERVATION PROGRAMS
Water Line Repair Grants (Income eligible)

Q4 - 7 grants.
Q3 - 6 grants.
Q2 - 13 grants.
Q1 - 3 grants.

\$14,550 \$29,327 \$24,491 \$30,692 \$99,060

TOTAL \$609,599 \$487,570 \$398,368 \$376,219 \$1,871,756

HOLIDAY FARM FIRE INCENTIVES AND GRANTS



WATER SOURCE PROTECTION
Infrastructure/Homesite Relocation

Q4 - None in Q4.
Q3 - None in Q3.
Q2 - None in Q2.
Q1 - None in Q1.

Q1 Q2 Q3 Q4 TOTAL
\$0 \$0 \$0 \$0 \$0



WATER SOURCE PROTECTION
DEQ Holiday Farm Fire Grant

Q4 - 7 grants.
Q3 - 3 grants.
Q2 - 7 grants.
Q1 - 4 grants.

\$23,175 \$85,792 \$52,361 \$73,985 \$235,313



WATER SOURCE PROTECTION
Lane County Holiday Farm Fire Grant

Q4 - 3 grants.
Q3 - 5 grants.
Q2 - 15 grants.
Q1 - 19 grants.

\$186,093 \$119,326 \$59,173 \$22,995 \$387,587



EWEB WATER CONSERVATION PROGRAM
EWEB Exception Grant

Q4 - None in Q4.

\$0 \$15,314 \$0 \$0 \$15,314

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Q3 - None in Q3.
 Q2 – 2 grants.
 Q1 - None in Q1.



REDUCE FIRE RISK / IMPROVE RELIABILITY

Relocate Overhead Electric Service to Underground

Q4 - None in Q4.
 Q3 – 4 projects.
 Q2 - None in Q2.
 Q1 - 1 project.

\$3,851 \$0 \$32,883 \$0 \$36,734

TOTAL \$213,119 \$220,432 \$144,417 \$96,980 \$674,948

ENERGY AND WATER LOANS



EWEB ENERGY EFFICIENCY PROGRAMS⁷

Loans – Residential

Q4 - 133 residential loans (including 20 for conversions to electric heat).
 Q3 - 102 residential loans (including 6 for conversions to electric heat).
 Q2 - 74 residential loans (including 10 for conversions to electric heat).
 Q1 - 76 residential loans (including 4 for conversions to electric heat).

\$523,712 \$586,398 \$909,953 \$1,173,000 \$3,193,063



EWEB WATER CONSERVATION PROGRAMS

Water Line Repair & Septic Repair/Replacement Loans

Q4 - 8 water line replacements loans.
 Q3 - 8 water line replacements loans.
 Q2 - 3 water line replacements loans.
 Q1 - 3 water line replacement loans. Septic loans were not expected due to grants available.

\$14,760 \$14,200 \$52,828 \$37,303 \$119,091



EWEB RESILIENCY PROGRAM

Generator Loan Program

Q4 - 2 loans.
 Q3 - None in Q3.
 Q2 - None in Q2.
 Q1 - 1 loan.

\$1,677 \$0 \$0 \$4,419 \$6,096

⁷ EWEB Energy Efficiency Programs relate to City of Eugene’s CAP2.0 Building Energy action item B12.



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EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM

Electric Service Line Upgrade Loan Program

- Q4 - 5 loans.
- Q3 - 3 loans.
- Q2 - 2 loans.
- Q1 - 2 loans.

\$5,350 \$11,539 \$12,050 \$17,356 \$46,295

TOTAL \$545,499 \$612,137 \$974,831 \$1,232,078 \$3,364,545



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SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

TOTAL \$27,314

Q4	GRANT STREET GROW HOMES EWEB awarded a \$9104 waiver for a small cottage-cluster in-fill development project with a total development cost of \$730,000. Four new one bedroom/one bath homes were offered for sale to low-income buyers, three of which have unfinished attic space that could be converted in the future for more space and equity for the owners.	\$9104
Q3	There were no SDC Waivers in Q3.	
Q2	ST. VINCENT DE PAUL SOCIETY OF LANE COUNTY, INC. (SVDP) New 10-plex for Veterans on Green Lane A \$2.9 million project with 10 units of transitional housing for veterans experiencing homelessness on Green Lane. The project is a partnership with the US Department of Veteran’s Affairs Grant and Per Diem Program. On-site resident services, including case management, will be included as part of the project with the goal of connecting residents to services and benefits, increasing incomes, and supporting the transition to permanent, stable, and affordable housing.	\$11,382
	DEVNW Nelson Place For Phase I of the Nelson Place affordable housing subdivision in West Eugene. The total Phase 1 development cost (12 units total including 9 market rate townhomes in addition to the 3 affordable homes for income-qualifying residents) is \$4.2M.	\$6,828
Q1	There were no SDC Waivers in Q1.	



COMMUNITY INVESTMENT | Q4 / YEAR-END 2023

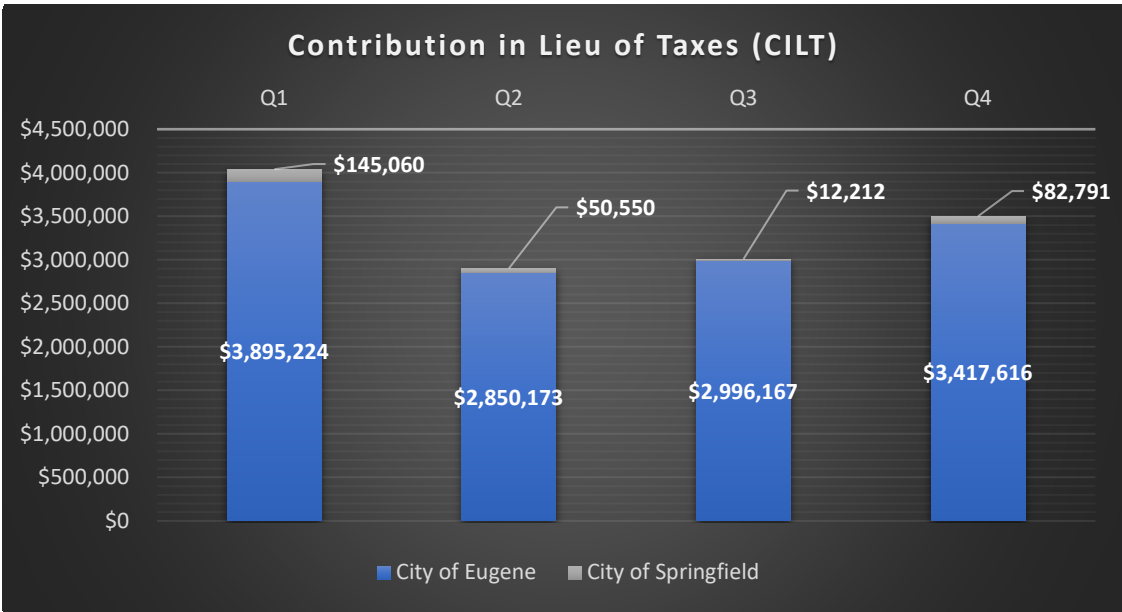
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CONTRIBUTIONS IN LIEU OF TAXES (CILT)

2023 TOTAL \$13,449,793

2023 TOTAL	
City of Eugene	\$13,159,180
City of Springfield	\$290,613



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EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

EWEB Ambassadors provided approximately 500 hours of services to the community in 2023.⁸

Q4 EUGENE ROTARY CLUB

Presentation

11/28/23 - President Carlson was invited to speak at the Eugene Rotary Club regarding the Leaburg Dam Removal process.

MCKENZIE COMMUNITY PARTNERSHIP

McKenzie Holiday Lights

11/20/23 - EWEB's Electric Crews installed (and later removed) Holiday lights/decor on the Leaburg Dam Bridge and Goodpasture Bridge.

UPPER WILLAMETTE STEWARDSHIP NETWORK

Salmon Watch

November - Salmon Watch is going on strong through both the 4J/EWEB Education Partnership and the Upper Willamette Stewardship Network. EWEB staff have attended both offerings as volunteers, leading Salmon Watch at the [Carmen-Smith spawning channel](#), Finn Rock Reach, and [Whiteaker Creek](#) with Upper Willamette Stewardship Network, and attending the 4J program at [Lake Creek](#). We have [also covered the release of salmon fry at Alton Baker Park](#) as part of another program in which Tana Shepherd coordinated 60 fish tanks to rear salmon from eggs to fry.

NORTHEAST NEIGHBORS ASSOCIATION

General Meeting

10/25/23 - The overall theme of the meeting is a broad look at the future energy needs and sources for Eugene. NEN has requested GM Lawson speak about the projected short-term and long-term demands for and shortages of power, the Integrated Resource Plan, the major power sources being considered for the future, and strategies for meeting the anticipated shortages.

PUBLIC POWER WEEK

EWEB Annual Poster Contest

10/01/-10/07 - EWEB's annual Public Power Week Poster Contest for 5th grade students within our service territory. The top 5 winning entries are presented with a certificate and gift card by an EWEB Commissioner. Awards were presented the week of 10/16.

ELECTRIC CAR GUEST DRIVE

10/07/23 - EWEB customers can test drive the latest makes and models of electric vehicles and speak to experts throughout the day to learn more about electric vehicle costs and savings, Battery Electric vs. Plug-in Hybrid, range and charging at home, work, and road, buying vs. leasing an EV, and Zero Emission Vehicle incentives and rebates. This event is part of EWEB's commitment to bringing the benefits of clean, electric transportation to our community.

⁸ Many of the events listed in this section of Appendix G relate to City of Eugene's CAP2.0 action items T24/T36 (electric vehicle marketing and awareness), B12 (energy conservation programs) and R20 (emergency water supply).



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Q3 PEOPLE'S COLLECTIVE BLACK BUSINESS CENTER

[United Way Days of Caring](#)

09/21/23 - The People's Collective recently purchased a new-to-them building that needed a little TLC. Volunteers helped prep for painting, cleared weeds from the community garden and flower beds, and actually put some paint on the walls! The Community Center will support local Black businesses by providing accounting and reception services, office space, training and support, and will support the Black community by providing cultural opportunities, classes, services, and community building.

CASCADE RAPTOR CENTER

[United Way Days of Caring](#)

09/21/23 - Volunteers from several organizations helped with landscaping and maintenance needs. The goal of the project was to help reduce the danger of wildfires, maintain areas used to rehabilitate birds, and prepare the landscape for a transition to more native plantings.

COLLEGE HILL RESERVOIR

[Historic Mitigation Workshop](#)

09/12/23 - An expert from the Historical Research Associates presented information about the historic mitigation process including the significance of the reservoir, overview of the process and how the community can share their preferences. The EWEB Water Storage Team was on hand to answer questions and share the Historic Mitigation survey.

FOSSIL FREE EUGENE & BEYOND TOXICS

[Cool and Clear Resource Fair](#)

9/12/23 - The fair provided resources from community groups and nonprofits to help mitigate the effects of heat and smoke. EWEB hosted a table to share information on energy efficiency incentives and rebates.

WALTERVILLE FAIR AND WADDLE

09/09/23 - Staff attended Walterville Parade and Fair to connect with community members about Source Water Protection efforts and decommissioning the Leaburg hydroelectric project.

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

[Annual Picnic](#)

09/09/23 - Communications, Water, and Resiliency program staff attended to talk with area neighbors about E40th water storage, Hilyard Pipeline, emergency water stations, and other infrastructure resiliency projects.

RIVERBEND STROKE SURVIVOR AND CAREGIVER SUPPORT GROUP

[Disaster Preparedness Presentation](#)

09/06/23

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

[SEN Transportation Committee Meeting](#)

09/06/23 - EWEB representatives attended to inform the committee about the upcoming Hilyard pipeline construction project.



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COMMUNITIES OF COLOR AND ALLIES NETWORK (CCAN)

Lane Arts First Friday ArtWalk

09/01/23 - EWEB co-hosted a booth with City of Eugene's Office of Equity and Inclusion, with music, popcorn, helados, and networking games as part of the Fiesta Cultural and First Friday Art Walk.

BETHEL AREA EMERGENCY WATER STATION COMMUNITY EVENT

Prairie Mountain School

08/26/23 - Bethel area neighbors were invited to the Prairie Mountain Emergency Water Station community event. EWEB staff and emergency volunteers practiced setting up the emergency water station. Community members could pick up a complimentary three-gallon water storage container (while supplies last) and practice using the water station.

LAUREL HILL VALLEY CITIZENS

Annual Ice Cream Social at Laurel Hill Park

08/20/23 - Host a table, distribute materials, and speak with neighbors.

COLLEGE HILL RESERVOIR NEIGHBORHOOD EVENT

Ice Cream Social

08/17/23 - This is the first in a series of events planned for late summer and early fall to honor the history of the College Hill Reservoir and plan for the future of the site. Staff will provide information on why the reservoir needs to be replaced, how folks can get involved and who will be working on the project.

RIVER ROAD COMMUNITY ORGANIZATION

Association Meeting

08/14/23 - Organizers invited Commissioner Carlson and GM Lawson to attend the neighborhood association meeting to cover the decommissioning of the Leaburg Dam, the 2023 IRP, and upcoming major infrastructure projects.

EUGENE EMERALDS BASEBALL GAME

Tabling Event

08/12/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

EUGENE YMCA

Lesson

08/02/23 - EWEB staff to teach hour-long lesson on water pollution for YMCA Summer camp.

FRIENDLY AREA NEIGHBORS ASSOCIATION

FAN Summer Picnic, Mural Celebration and Sustainability Fair

07/30/23 - EWEB staff will provide information on College Hill Reservoir, EV, and EE programs and more during the neighborhood picnic.



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29TH ANNUAL PACIFIC NORTHWEST LINEMAN RODEO

Fundraiser/Competition

07/22/23 - Each year, electrical workers from across the west will gather in Gresham, Oregon, to participate in the Pacific Northwest Lineman Rodeo. The rodeo is a family fun, action filled event where teams of linemen and apprentices compete in activities that test their speed, safety, and trade skills, with all proceeds going to the Legacy Oregon Burn Center. This year, EWEB will not only have teams competing in the event, but we're sponsoring the event as well. EWEB's electric safety trailer will be there for families and onlookers to learn about proper electrical safety from an EWEB crew. This event is open to the public.

LANE COUNTY FAIR

Booth

07/19-07/23 - EWEB will partner with SUB to provide a water comfort station at the Lane County Fair. There will be a water fountain to refill water bottles and a mister to cool off at our booth in the midway.

EUGENE EMERALDS BASEBALL GAME

Tabling Event

07/09/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

BUTTE TO BUTTE

Race

07/04/23 - The Rexius OTC Butte to Butte event includes a 10K Run, 5K Run/ Walk and 4 Mile Mayor's Walk. Courses take runners and walkers through the historic streets of Eugene, Oregon. Enjoy a unique road race, rooted in tradition, with a fun finish line location at 5th Street Public Market. EWEB provides water access for participants. (EWEB will unlock and flush and sample a tap that will be used to connect to a water station. They provide the station, and we provide the connection.)

UNIVERSITY OF OREGON PROFESSORS

Tour of the Hayden Bridge Water Filtration Plant

06/22/23 - EWEB hosted eight University of Oregon Professors who are participating in the Sustainability Fellows and Community-Engaged Learning Program at a tour of the Hayden Bridge water filtration plant. The purpose of the discussion and tour was to highlight the work EWEB does in our community to keep the power on and the water flowing and to discuss areas of potential partnership and project ideas for students to support EWEB's work in the 2023-2024 academic year.

EUGENE EMERALDS BASEBALL GAME

Tabling Event

06/22/23 - EWEB staff will host a table at the Eugene Ems game to share information on EWEB programs and products including Lead Green programs, EVs and energy incentives.

CITY OF EUGENE, EWEB

EV Guest Drive

06/10/23 - EWEB customers can test drive the latest makes and models of electric vehicles. Participants will also have the opportunity to speak to experts throughout the day to learn more about Electric vehicle costs and savings, Battery Electric vs. Plug-in Hybrid, Range and charging at home, work and road, Buying vs. leasing an EV, and Zero Emission Vehicle incentives and rebates. This event is part of EWEB's commitment to bringing the benefits of clean, electric transportation to our community.



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CITY OF EUGENE, EWEB

[E-Bike Expo](#)

06/10/23 - Join the EWEB, the City of Eugene and other electric bike enthusiasts on a Saturday afternoon and check out a wide variety of e-bike models all in one place. Meet local makers and shop owners, take a ride or two, talk to fellow Eugeniens about using their e-bikes to commute or to haul their kids to school, practice accelerating safely, learn the rules of the road, and so much more!

MCKENZIE SCHOOL

[McKenzie School Tour of Carmen Diversion](#)

06/07/23 - Generation Engineering Supervisor Mark Zinniker gave an overview of the geology of the CS project in context to the geology of the McKenzie Basin.

EQUITY COMMUNITY CONSORTIUM

[Communities of Color and Allies Network \(CCAN\) First Fridays](#)

06/02/23 - The ECC was started by local community folks of color interested in bringing people together in a relaxed social atmosphere to support one another. CCAN is proudly sponsored each month by a different partner agency of the Equity and Community Consortium (ECC). EWEB hosted this First Friday. THIS EVENT WELCOMES ALL! Regardless of race, color, religion, gender identity, sexual orientation, national origin, marital status, age, veteran status, or abilities.

Q2 **NORTHEAST NEIGHBORS**

[Meeting](#)

05/30/23 - Commissioner Brown provided a brief EWEB update.

EUGENE EMERALDS BASEBALL GAME

[Tabling Event](#)

05/27/23 - Fright Night is back at PK Park with the Eugene Emeralds! EWEB wants to be sure that the community of Eugene is prepared no matter the emergency, including a zombie apocalypse. Join us and learn how to be two-weeks ready for any natural disaster. We'll share how you can store water, keep your electronics charged, warm your home in winter and so much more.

CONNECTED LANE

[Tour of Hayden Bridge Water Treatment Plant](#)

05/11/23 – 4 classes received a tour of the facility.

JEFFERSON WESTSIDE NEIGHBORHOOD ASSOCIATION

[Meeting](#)

05/09/23 - EWEB will present to members of the Jefferson Westside Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.

BLACK UNITED FUND OF OREGON, EARTHSHARE, EWEB'S ENERGY SHARE, OUR CHILDREN OREGON, UNITED WAY OF LANE COUNTY

[EWEB's Annual Employee Giving Campaign](#)



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05/01-05/12 – EWEB’s annual Employee Giving campaign ran May 1-12. The annual campaign offers employees the opportunity to donate money to United Way of Lane County, EarthShare, Black United Fund of Oregon, Our Children Oregon, and their associated federation charities, EWEB’s Energy Share program and other employee-selected charities via payroll deduction, credit card or check.

MCKENIZE SCHOOL

[Harmful Algal Blooms \(HABs\) Sampling and Analysis](#)

04/30/23 – Water Quality and Protection Environmental Specialist David Donahue spent the day with the McKenzie School science class conducting harmful algal blooms (HABs) sampling and analysis. They collected algae samples from the reservoirs and then spent the 2nd half of the day looking at samples under the microscope.

EUGENE MARATHON

[Race](#)

04/30/23 - EWEB will provide water for the Eugene Marathon participants. (EWEB will unlock and flush and sample a tap that will be used to connect to a water station for the Marathon. They provide the station, and we provide the connection.)

BETHEL SCHOOL DISTRICT

[KidWind Challenge](#)

04/27/23 – Commissioner Carlson and EWEB Staff helped with the 8th annual Bethel KidWind Challenge, sponsored by EWEB! Student teams worked for weeks to create the most efficient wind turbine blades-- testing blade pitch, length, shape etc. About 60 students from Prairie Mountain, Meadowview and Shasta Middle Schools attended the challenge with their teachers. Upon arriving, teams were assigned a 5-minute wind tunnel test time and a 10-minute interview time. During students down time they could play energy bingo, a card game called Clean Energy Empire, design a pinwheel, and build a weight-lifting turbine.

EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION

[Earth Day rEV Up!](#)

04/25/23 – Virtual event to learn about the benefits of owning an EV.

EWEB MAJOR CUSTOMER LUNCHEON

[Public Agency/Non-Profits](#)

04/25/23 – EWEB hosted a luncheon to bring together large & strategic customers to both learn about and provide input on key areas of customer interest.

EMERALD VALLEY ELECTRIC VEHICLE ASSOCIATION

[Saturday Market Tabling Event](#)

04/22/23 - EWEB co-hosted an Earth Day booth with EVEVA to educate folks on electric vehicle ownership.

EWEB MAJOR CUSTOMER LUNCHEON

[Large Commercial/Industrial General Service Customers](#)

04/20/23 – EWEB hosted a luncheon to bring together large & strategic customers to both learn about and provide input on key areas of customer interest.

WALTERVILLE GRANGE

Open House



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04/16/23 - EWEB staffed a table at the Walthville Grange Open House on April 16 from 2-4 pm. EWEB will provide information on EWEB programs and services and the Leaburg Dam and upriver hydro projects.

SANTA CLARA COMMUNITY ORGANIZATION

Meeting

04/06/23 - EWEB presented to members of the Santa Clara Community Organization Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.

Q1 ELKTON MIDDLE SCHOOL

Tour of Walthville Power Plant and Leaburg Dam

03/23/23 – Elkton Middle School students toured the Walthville Power Plant and Leaburg Dam

EUGENE SOUTHTOWNE ROTARY CLUB

Meeting

03/16/23 – EWEB presented on the Leaburg Canal project

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

Meeting

03/14/23 - EWEB presented general state of the utility information along with information on the Leaburg Canal project, E. 40th Water Storage, the IRP and EWEB offered customer programs.

POLLUTION PREVENTION COALITION

Lane County Home & Garden Show

03/10-03/12 - EWEB is a partner member of the Pollution Prevention Coalition, a collaborative whose goal is to foster pollution prevention as the preferred environmental protection strategy by participating agencies, and to support and promote similar efforts within the community. EWEB staff members participated with the Pollution Prevention Coalition booth to help educate attendees about ways to reduce pollution and keep our waterways clean.

CITY FIRST CHRISTIAN ACADEMY

Tour of Hayden Bridge Water Filtration Plant

02/24/23 - A group of 5th graders toured the Hayden Bridge Water Filtration Plant.

CHURCHILL HIGH SCHOOL

Tour of Hayden Bridge Water Filtration Plant

02/21 and 02/27 - Juniors and seniors from Churchill High School's Rachel Carson Environmental Science Academy toured the Hayden Bridge Water Filtration Plant.

COMMUNITY AT LARGE

Tour of E. 40th Water Storage Project

The Water Storage Project Team hosted several tours of the E. 40th water storage tanks for a small group of neighbors and key stakeholders as an appreciation for their patience through the construction process. The EWEB project team offered a chance to get a unique view inside the tanks before they are filled with water.



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Senior Civil Engineer and Project Manager Laura Farthing led four groups of neighbors around the site, explaining how the tanks are constructed to make them earthquake proof, how the new tanks will be connected to the rest of the water system, and what the site will look like after the project is complete.

MCKENZIE WATERSHED COUNCIL

Meeting

02/09/23 - The Leaburg Hydroelectric Project Strategic Evaluation team will present about the decision to decommission the project, including the development of a Leaburg Decommissioning Action Plan, project timeline, impacts to the local community, and implications for the McKenzie River.

BEYOND TOXICS

Workshop

02/04/23 - A weatherization workshop for BIPOC and low-income community members hosted by Beyond Toxics, NAACP, and Fossil Free Eugene. Weatherization refers to home improvements that increase the efficiency of your home. Both homeowners and renters can learn how to protect their homes against the elements through presentations by local partners Homes for Good and EWEB.

FRIENDLY AREA NEIGHBORS ASSOCIATION

Meeting

02/02/23 - EWEB presented to members of the Friendly Area Neighbors Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.

DOWNTOWN NEIGHBORHOOD ASSOCIATION

Meeting

01/25/23 - EWEB presented to members of the Downtown Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.

CITY CLUB

Presentation

01/20/23 - General Manager Lawson to discuss EWEB's initial public draft of the 2022 Integrated Resource Plan (IRP).

WHITEAKER COMMUNITY COUNCIL NEIGHBORHOOD ASSOCIATION

Meeting

01/11/23 - EWEB presented to members of the Whiteaker Community Council Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.

VARIOUS

Public outreach for Integrated Resource Plan (IRP)

01/06, 02/16, 02/21, 03/08 - EWEB hosted various discussions and town hall opportunities to share the draft results of the IRP with the community. Refer to EWEB's Event Calendar for details. <https://www.eweb.org/about-us/calendar>

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VOLUNTEER EFFORTS AND EVENTS (UNPAID)

EWEB employees, friends and families volunteered more than 150 hours in the community in 2023.

Q4 LOOKING GLASS, HOPE & SAFETY ALLIANCE, AND FOOD FOR LANE COUNTY

[Holiday Giving](#)

EWEB hosted a Giving Tree for local Looking Glass Community Services youth, sponsored 5 Hope & Safety Alliance families for the holidays, and collected 135 pounds of food, which equals approximately 113 meals to neighbors in need, for Food for Lane County.

BLOODWORKS NORTHWEST

[Blood Drive](#)

25 Blood donations from EWEB staff

MCKENZIE WATERSHED COUNCIL

[Annual McKenzie River Cleanup](#)

10/07/23 - Volunteers patrol the river and shore, from Finn Rock to Armitage Park to pick up litter at the end of the summer recreation season. This year, volunteers from throughout the watershed reported less trash than in previous years - a good sign for our watershed health. EWEB volunteers picked up 300 gallons of litter!

Q3 SPECIAL OLYMPICS OREGON

[Bocce Regional Competition](#)

07/16/23 - Volunteers keep score for the regional bocce competition.

Q2 EWEB ENERGY SHARE PROGRAM

[Garden Plant Sale](#)

05/24/23 - SPARK, EWEB's Employee Engagement Team coordinated a plant sale to raise money for EWEB's Energy Share Program.

EWEB ENERGY SHARE PROGRAM

[5th Annual Golf Scramble](#)

05/19/23 - SPARK, EWEB's Employee Engagement Team is hosting a golf scramble for employees. All proceeds will go to the EWEB Energy Share Program.

LANE COUNTY DIAPER BANK

[Diaper Drive](#)

05/01-05/31 – In conjunction with the Employee Giving Campaign, EWEB hosted a diaper drive to benefit the Lane County Diaper Bank. Lane County Diaper Bank, a 501c3 nonprofit organization, provides free diapers to low-income families in Eugene/Springfield and surrounding areas.

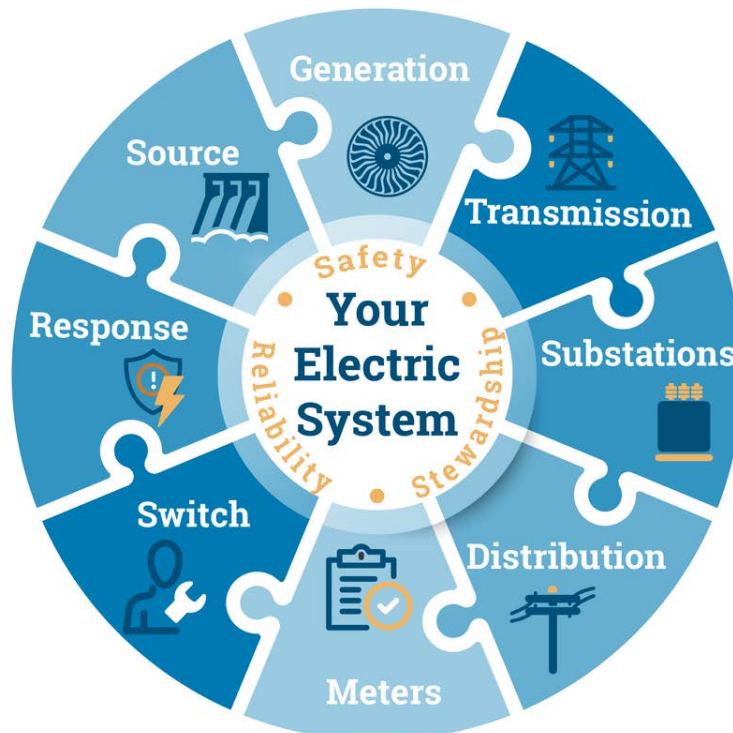
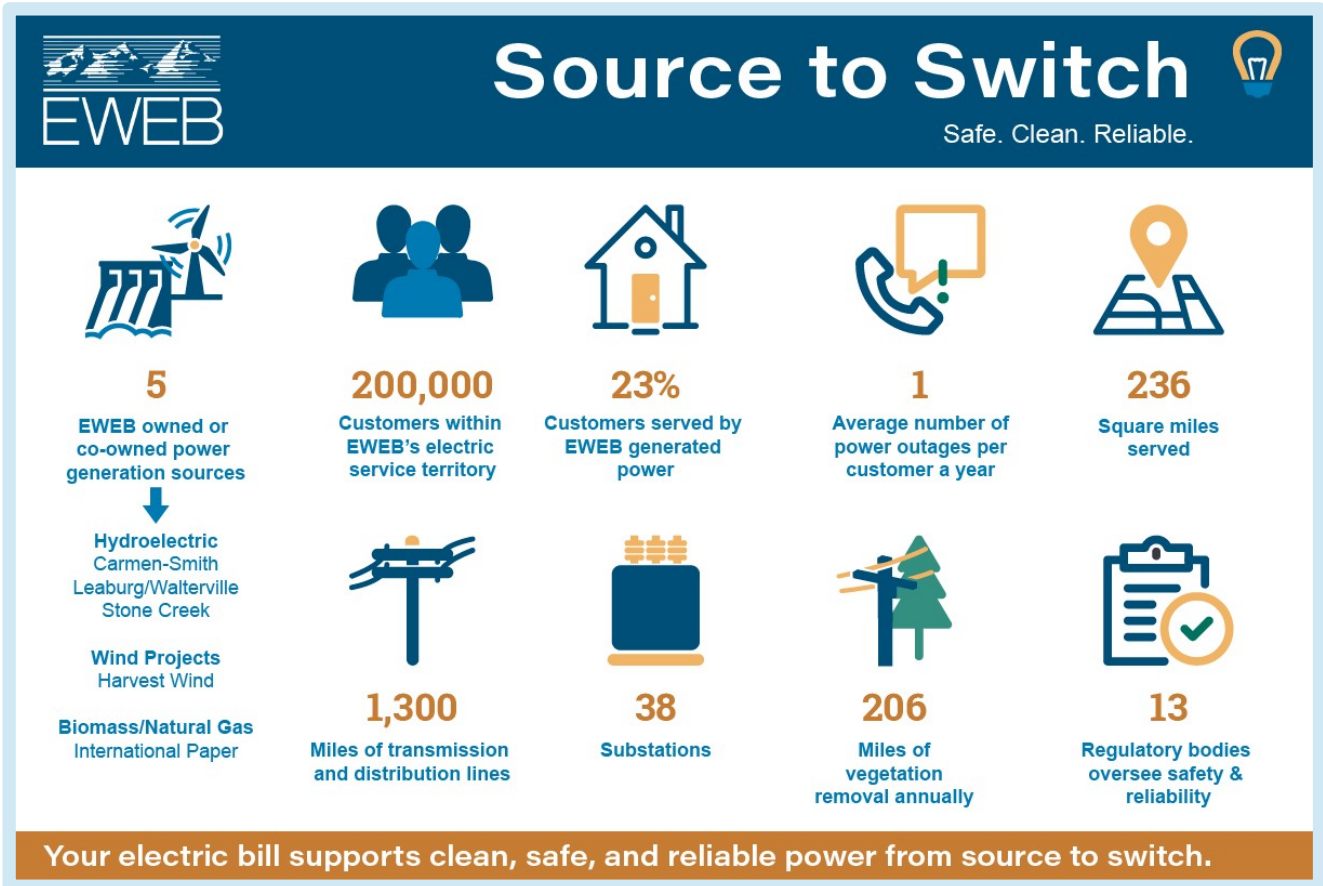
Q1 EWEB ENERGY SHARE PROGRAM

[Bake Sale](#)

02/14/23 – 16 employees baked items as part of the EWEB's Employee Engagement SPARK team effort to raise money for EWEB's Energy Share program.

ELECTRIC DIVISION | Q4 / YEAR-END 2023

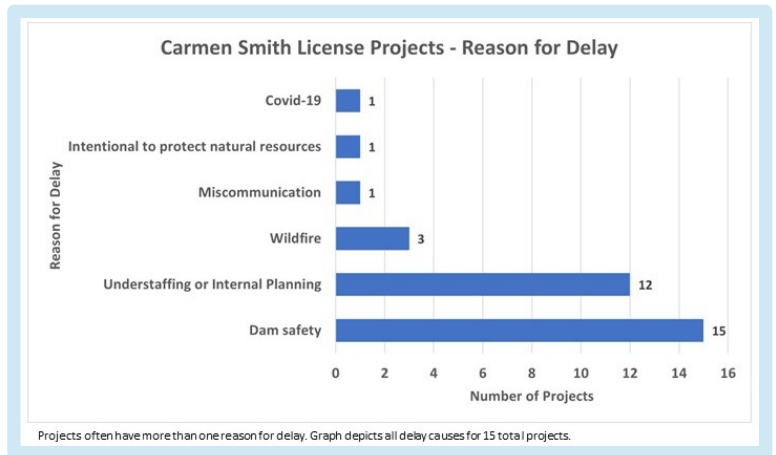
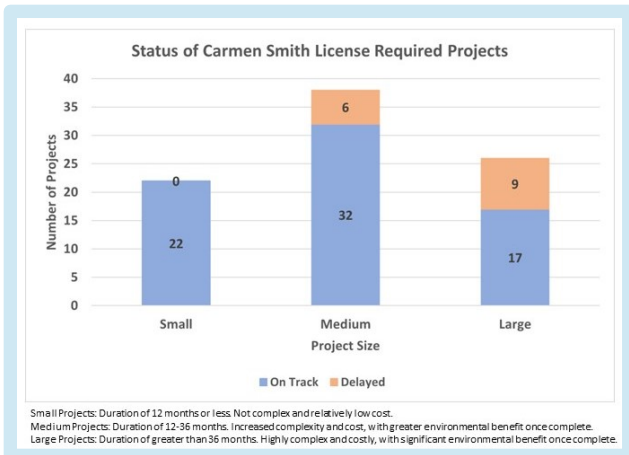
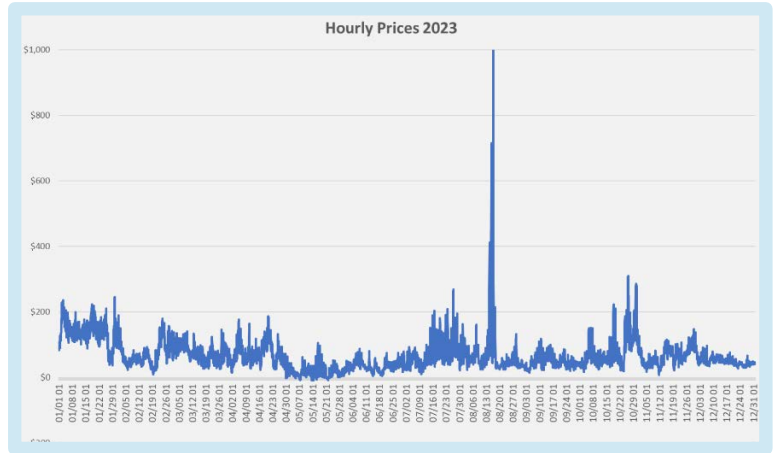
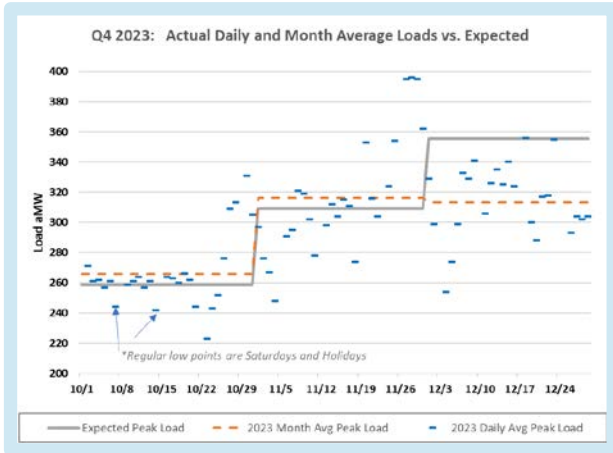
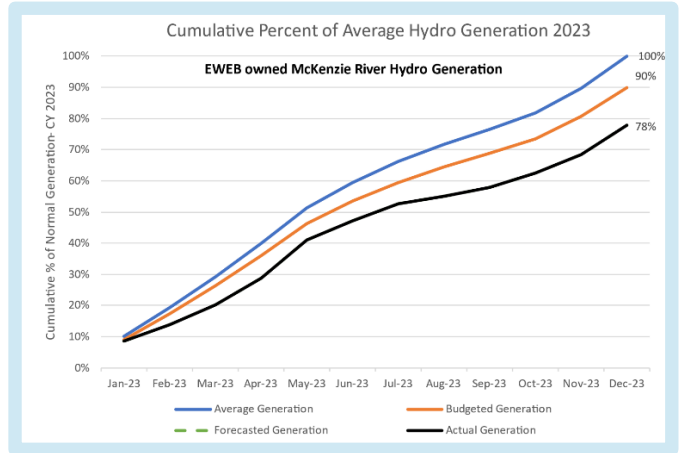
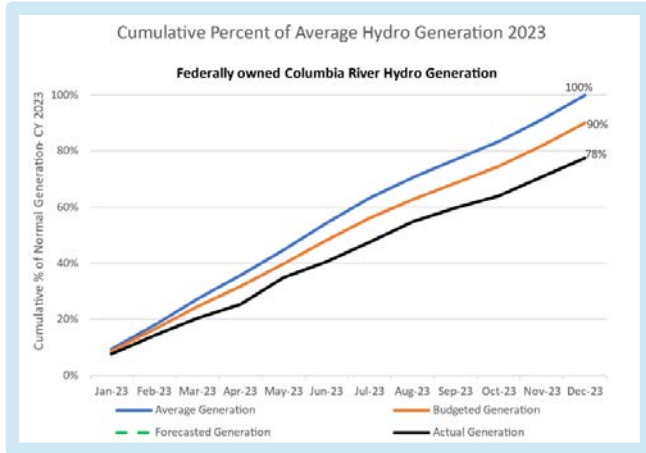
APPENDIX H



ELECTRIC DIVISION | Q4 / YEAR-END 2023

APPENDIX H

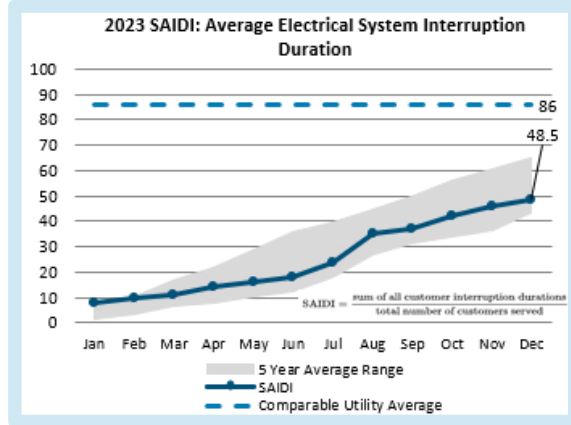
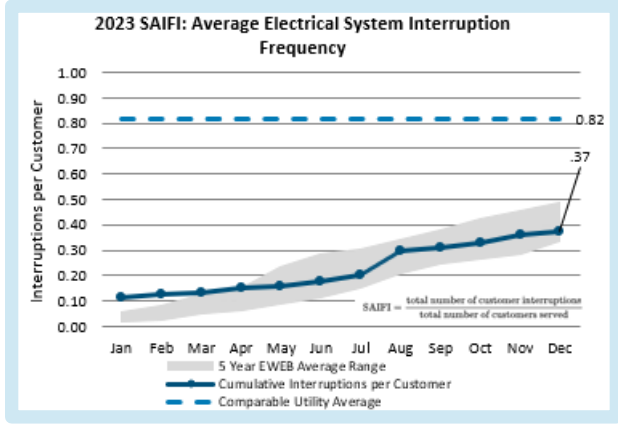
SOURCE & PRODUCTION



ELECTRIC DIVISION | Q4 / YEAR-END 2023

APPENDIX H

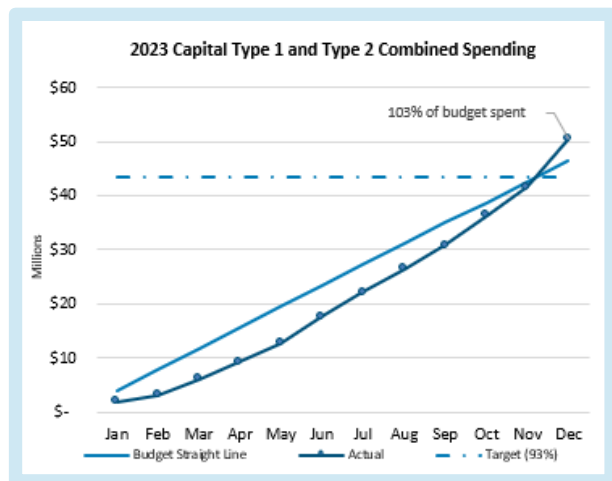
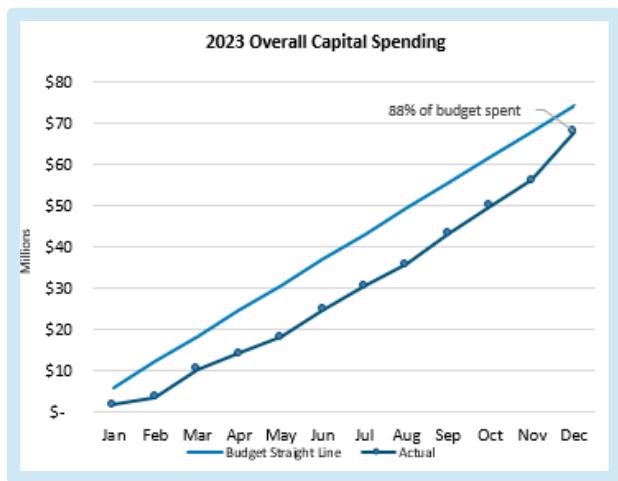
TRANSMISSION & DISTRIBUTION



MONITORING & COMPLIANCE

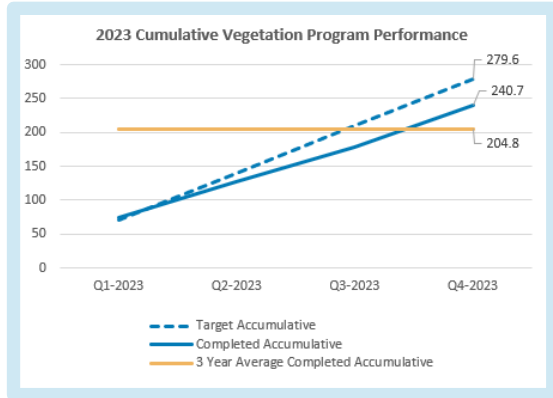
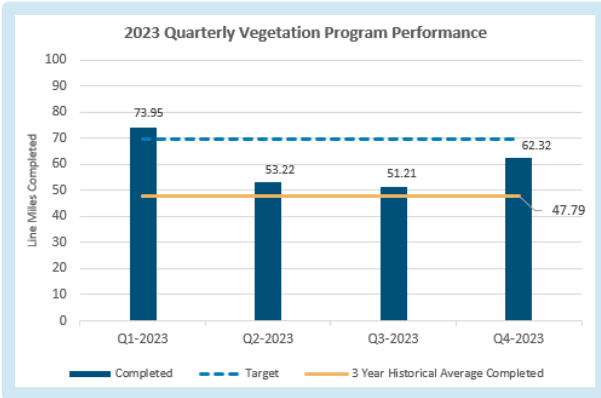
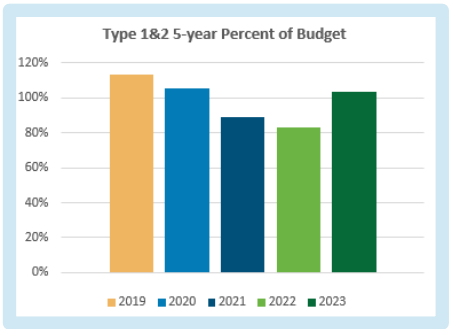
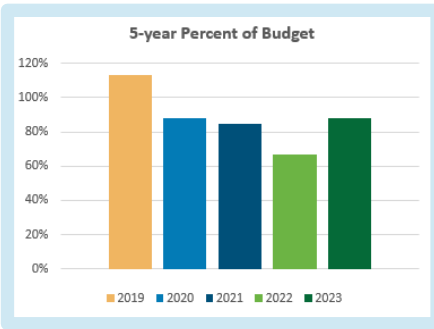
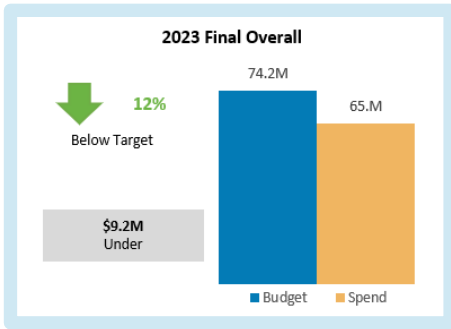


RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

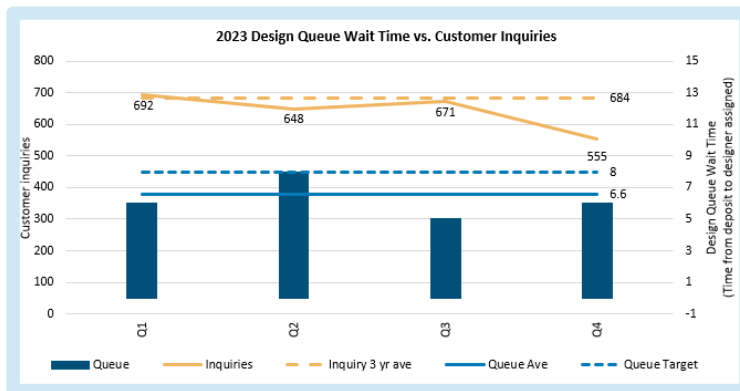
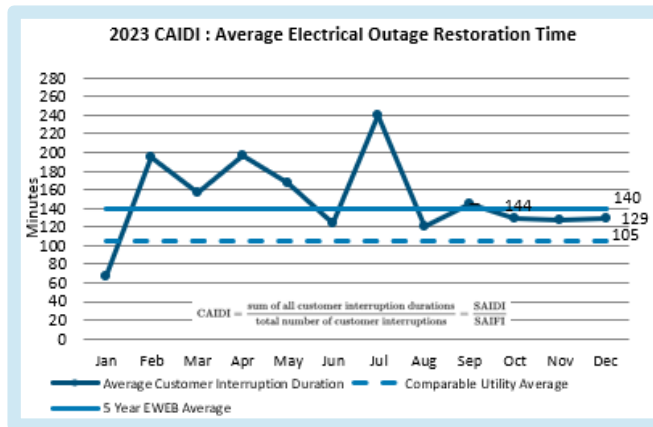


ELECTRIC DIVISION | Q4 / YEAR-END 2023

APPENDIX H



SWITCH (CUSTOMER)





ELECTRIC DIVISION | Q4 / YEAR-END 2023

APPENDIX H

ELECTRIC SAFETY & RELIABILITY FROM SOURCE TO SWITCH!

The Electric Operations Division aims to provide safe, reliable electricity to customers 24/7/365 and reduce the operational risks to public safety while being good stewards of our customer/owner's infrastructure and funding resources.

SOURCE

EWEB has many sources of power generation that require careful attention to ensure our resources remain available, safe for use, and comply with multiple agency regulations, while mitigating the impact of resource use on our environment. To achieve this, staff from multiple departments work to monitor these sources, identify and mitigate factors that influence their availability, and ensure compliance to ultimately optimize their use as a source of power generation to meet load requirements.

PRODUCTION

EWEB generates around 20 percent of the community's power using EWEB-owned or co-owned resources. The power generation process includes redundancy to protect from process failures and is closely monitored and constantly adjusted to meet regulatory requirements, including Dam Safety. The remaining 80 percent comes from power purchase agreements, with the vast majority of purchased power coming from Bonneville Power Administration. The purchasing and trading processes require constant monitoring and adjustment to balance with our generation ability and customer demands.

TRANSMISSION & DISTRIBUTION

Once the electricity is generated or purchased, safety and reliability must be maintained as it is delivered to EWEB customers. Assessing, testing, maintaining, repairing, and replacing infrastructure are critical aspects of the program to ensure safety, reliability and meet customer demands.

MONITORING & COMPLIANCE

Monitoring the electric grid is essential to ensuring safe and reliable service to EWEB's customer/owners. Monitoring data gives electric operations staff the ability to adjust generation and system operation to safeguard service for public and employee safety as well as meeting customer demands. Compliance with all North American Electric Reliability Corporation, Public Utility Commission, and other health/safety/environmental requirements is key to ensuring service reliability and public safety.

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the safety and reliability of our service. The Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure continued reliable service to our customer/owners.

SWITCH (CUSTOMER)

The Electric Division's mission is to provide safe, reliable electricity to our customers while serving as stewards of utility assets and infrastructure using the Source to Switch approach. This final section includes data and information that points to the customer's experience with the Electric Division.

WATER DIVISION | Q4 / YEAR-END 2023

APPENDIX I



Drinking Water Quality

Safe. Clean. Reliable.

Your tap water costs about a penny a gallon.
But there's a lot more to your water bill than just water.



Source Water Protection Programs



3-Step Treatment Process



800 Miles of Pipes



25 Pump Stations



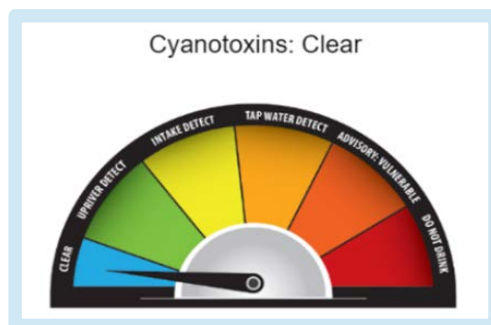
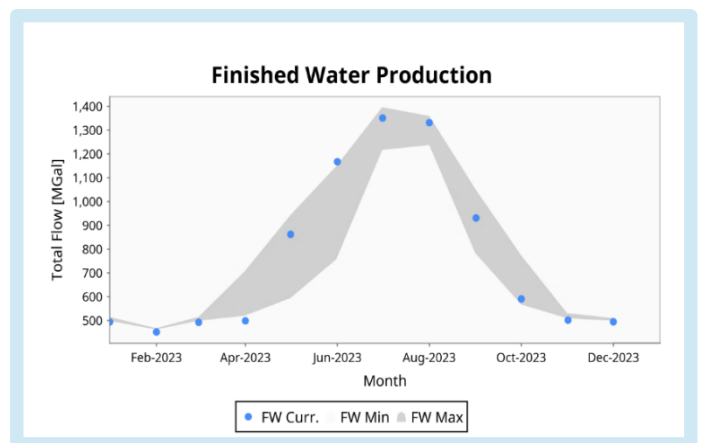
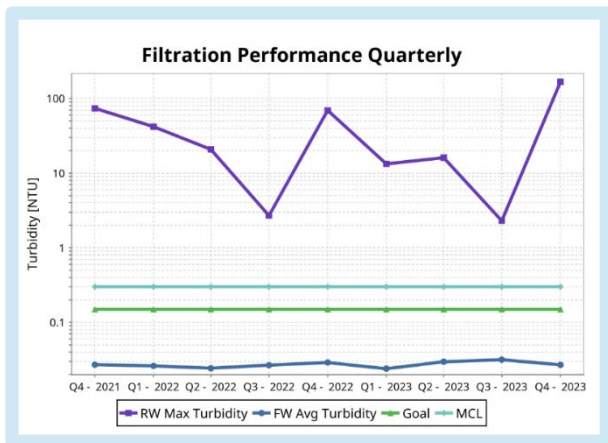
22 Storage Tanks



85,000 Samples Each Year

Your water bill supports clean, safe, and reliable drinking water from source to tap.

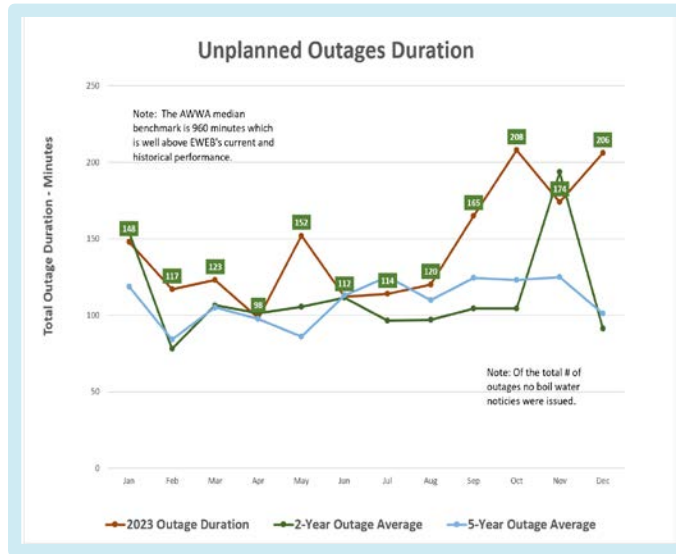
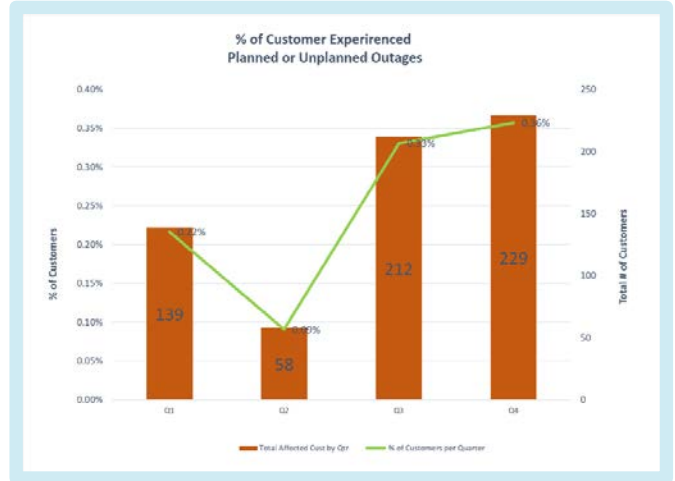
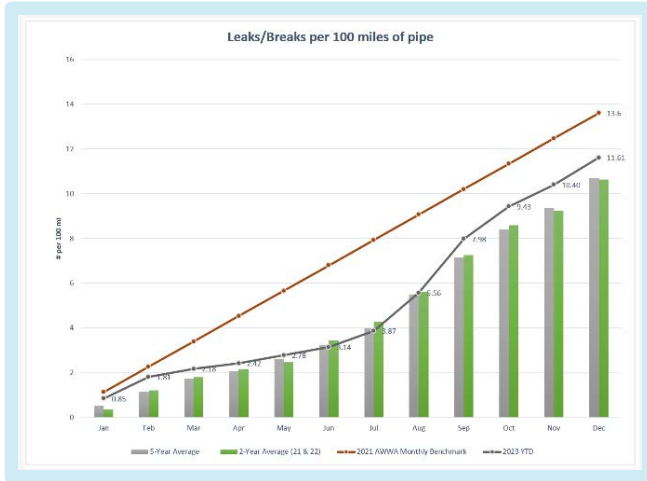
SOURCE & PRODUCTION



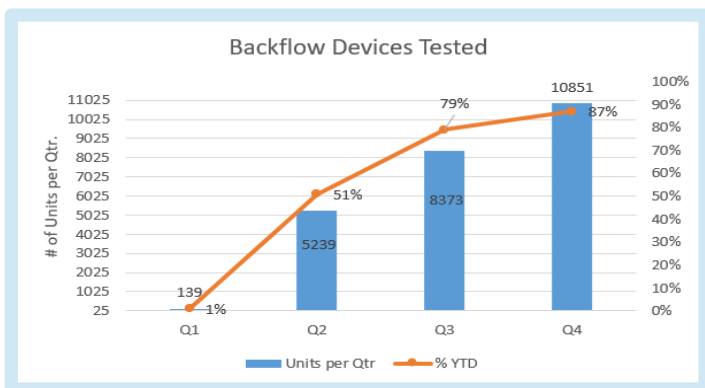
WATER DIVISION | Q4 / YEAR-END 2023

APPENDIX I

TRANSMISSION & DISTRIBUTION



MONITORING & COMPLIANCE



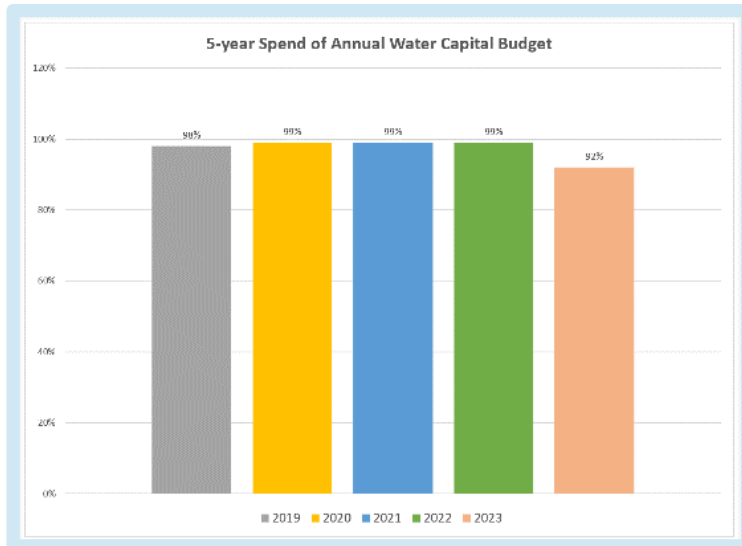
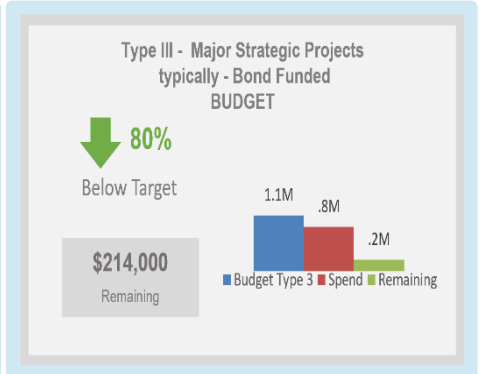
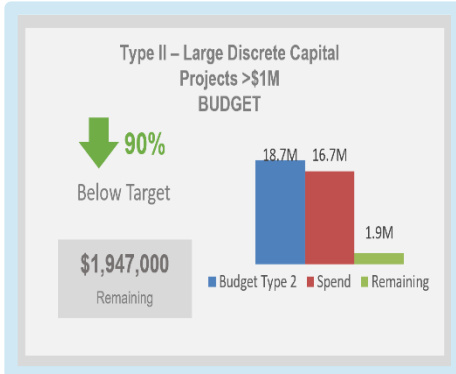
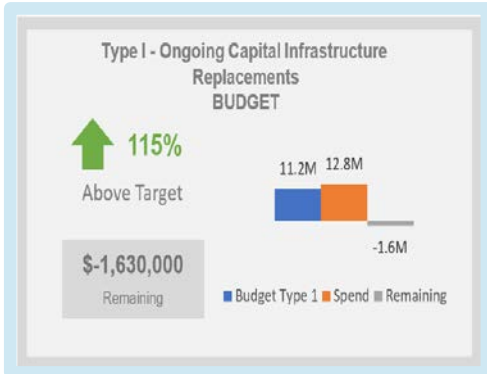
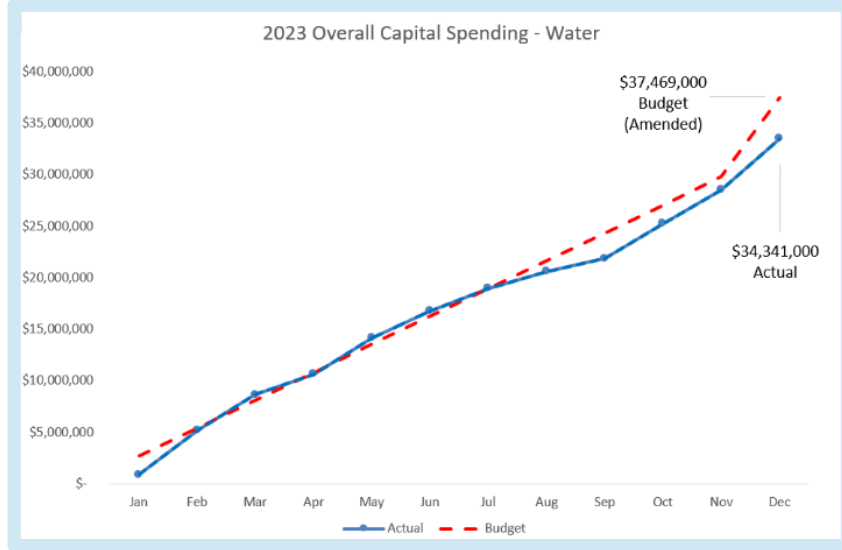
Safe Drinking Water Act	
Quarter	In Compliance?
Q4	



WATER DIVISION | Q4 / YEAR-END 2023

APPENDIX I

RESILIENCY & PLANNING

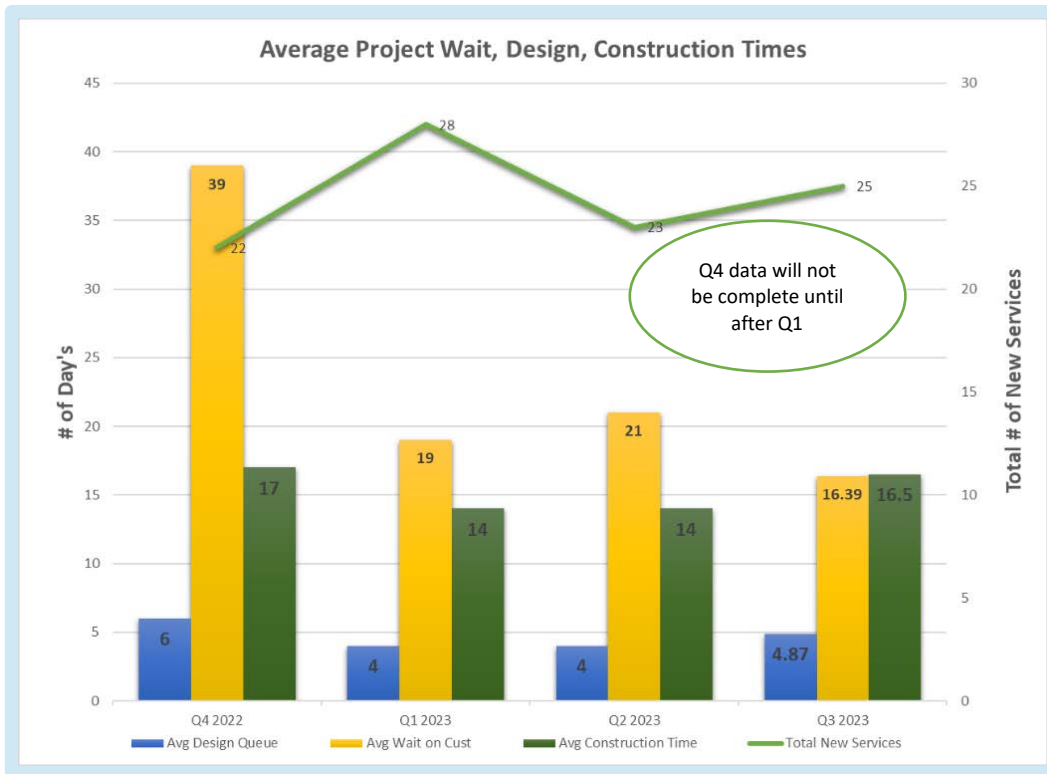
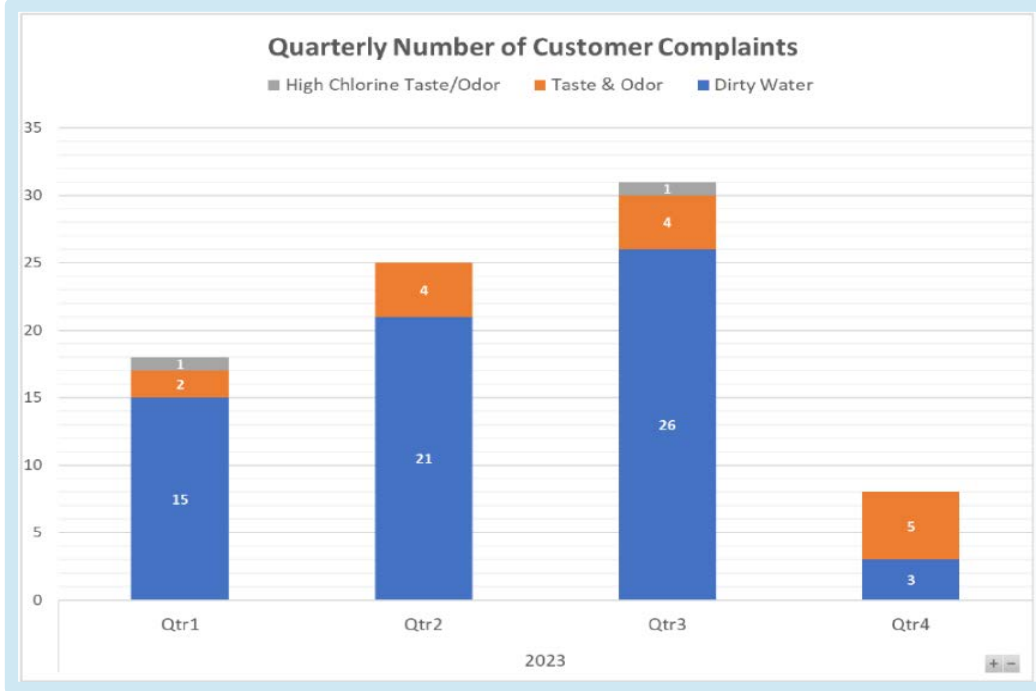




WATER DIVISION | Q4 / YEAR-END 2023

APPENDIX I

TAP (CUSTOMER)





WATER DIVISION | Q4 / YEAR-END 2023

APPENDIX I

WATER QUALITY & RELIABILITY FROM SOURCE TO TAP!

The Water Operations Division uses the Multiple Barrier Approach to Safe Drinking Water, an integrated system of procedures, processes and tools that collectively prevent or reduce the contamination of drinking water from source to tap. The purpose of this approach is to provide safe, reliable drinking water to customers 24/7/365 and to reduce the operational risks to public health while being good stewards of our customer/owner's infrastructure and funding resources.

SOURCE

The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community's drinking water. Specifically, the program aims to 1) identify and understand the threats to our drinking water through watershed monitoring and 2) reduce the risk of pathogens and pollutants entering the treatment plant through source water protection to ultimately manage or reduce the degree of treatment required.

PRODUCTION & PERFORMANCE

McKenzie River water is treated to drinking water standards using conventional treatment trains that include redundancy to protect from treatment failures. The treatment process is closely monitored and constantly adjusted to ensure production of safe drinking water prior to delivery to customers.

TRANSMISSION & DISTRIBUTION

Once the water is adequately treated, the quality must be maintained as it is delivered to EWEB customers. Replacing aging infrastructure, repairing leaks, flushing, maintaining a disinfectant residual and positive pressure, and protecting against cross-connections are critical aspects of the program to ensure water quality, reliability and adequate fire flow.

MONITORING & COMPLIANCE

Monitoring the quality of our raw, treated and distributed drinking water is essential to ensuring safe water for EWEB's customer/owners. Monitoring data gives water operations staff the ability to adjust treatment and system operation to safeguard quality for human consumption. Compliance with all Safe Drinking Water Act requirements is key to protecting the public's health.

RESILIENCY, PLANNING & EMERGENCY PREPAREDNESS

Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the public if harmful contaminants should make it through the other water system barriers (source water protection, water treatment, water supply system reliability, and water quality monitoring). The Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure reliable service to our customer/owners.

SUPPORT SERVICES

To ensure the smooth delivery of high quality, reliable water service to our customers, the Support Services Operations Division provides assistance with traffic control, locating, saw cutting, communications and control systems, along with fleet, property, facility, design and mapping and services.

TAP (CUSTOMER)

The Water Division's mission is to provide high quality, reliable drinking water to our customers while serving as stewards of utility assets and infrastructure using the Source to Tap approach. This final section includes data and information that points to the customer's experience with the Water Division.

WORK FORCE COMPOSITION | Q4 / YEAR-END 2023

APPENDIX J

Q4 WORKFORCE COMPOSITION

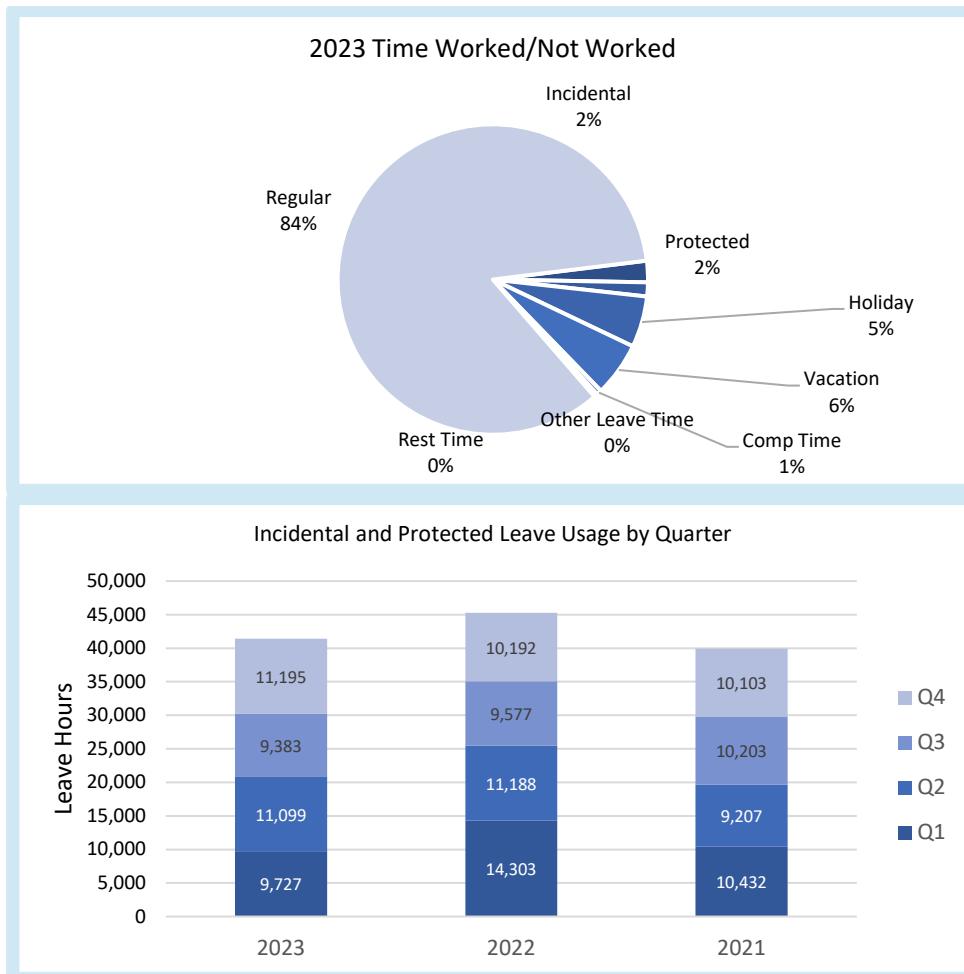


WORK FORCE COMPOSITION | Q4 / YEAR-END 2023

APPENDIX J

Extended/Hard to Fill Recruitments		
Position	Notes	Status
Line Technician	We have a new candidate scheduled for interview in February 2024. A previous candidate accepted an offer in October but changed his mind about leaving his contracting company.	Interviewing
Water Treatment Plant Operator	Originally posted as a Limited Duration position, which did not attract applicants. Reposted as a regular position which generated a robust candidate pool	Filled
Chief Dam Safety Engineer	Specialized position which did not attract a large candidate pool despite being posted to 3 job boards targeting energy/generation professionals. The successful candidate was internal but did not apply until posting had been up for 2.5 months.	Filled

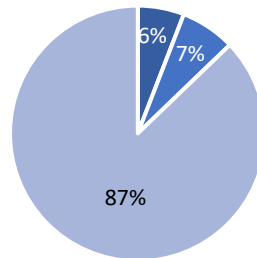
BENEFITS PROGRAM MANGEMENT – LEAVES, RETIREMENT AND WELL-BEING



WORK FORCE COMPOSITION | Q4 / YEAR-END 2023

APPENDIX J

EWEB Overall Retirement Eligibility



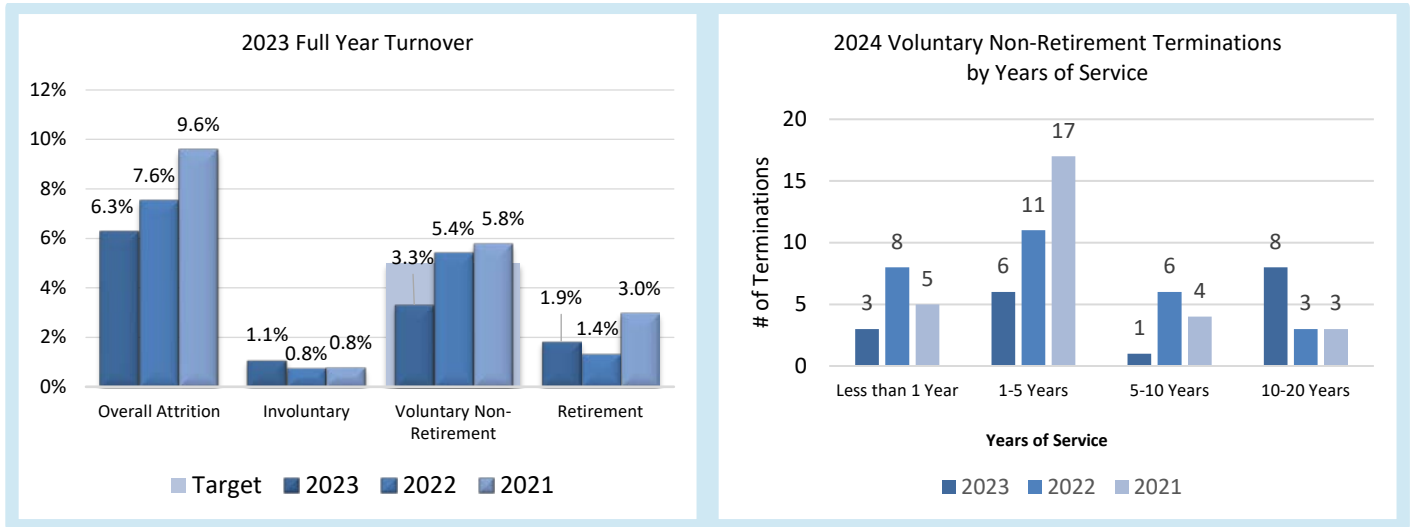
■ Less than 1 year ■ 2-4 years ■ 5+ years

Employee Assistance Program Counseling by Issue 2021 - 2023 YTD			
	2023	2022	2021
Anxiety	16	6	13
Burnout/Stress	11	4	4
Career Transition	1	1	0
Child/Parenting Issues	7	6	2
Couple Relationship	18	9	18
Co-Worker Conflict/Conflict Management	7	0	0
Depression	9	10	6
Emotional Issues	14	8	10
Family	15	1	8
Financial/Legal	0	1	1
Grief	0	6	0
Job Performance	0	0	1
Leadership Coaching	12	0	0
Other	8	1	3
Substance Abuse	9	0	2
Trauma	0	4	0
Work Related	4	1	4
Work-Life Balance	3	0	3

WORK FORCE COMPOSITION | Q4 / YEAR-END 2023

APPENDIX J

ATTRITION



CUSTOMER DIVISION | Q4 / YEAR-END 2023

APPENDIX K

2023 ELECTRIC MOBILITY COMMUNITY GRANT RECIPIENTS

Entity	Project Name	Project Description
City of Eugene	Cargo E-Trike	Purchase of a cargo e-trike, extra battery, cargo bed, and other parts and supplies. The e-trike would be used for community engagement events requiring tents, chairs, tables, signage, and educational materials.
Eugene Science Center	Electric Outreach Vehicle	Purchase of a battery electric vehicle that will be used by outreach educators to deliver science, technology, engineering, and mathematics (STEM) educational programs and electric mobility awareness across Oregon.
Friends of Trees	Pedal Powered Planting	Purchase two electric bicycles and bicycling equipment to assist with planting events in the hauling of tools, trees and other materials.
HIV Alliance	Utilizing Electric Mobility for Healthcare Access	Purchase of a battery electric vehicle and a level 2 charging station to assist in the delivery of prevention and care services for people living with and at-risk of HIV in Lane County.
Homes for Good	W.A.F.E.R. (Weatherization Auditor Fleet Electrification Redesign)	Purchase of a battery electric vehicle to facilitate the daily operations of weatherization programs to underserved communities and individuals.
Lane County	Charging Toward Autzen Stadium	Purchase and installation of two level 2 dual port electric vehicle charging stations at the Lane County Juvenile Justice Center. These stations will be available for public and Lane County utilization.
Looking Glass Community Services	Center Point School PHEV	Purchase of a battery electric vehicle and a level 2 charging station to assist in the delivery of programs and services at the Center Point School serving youth, ages 11 – 18 with behavioral, development, and emotional disorders.
University of Oregon	University of Oregon Level 3 EV Charging Station Plan	Fund a concept design and cost estimate evaluation for the installation of a dedicated bust stop and level 3 electric vehicle charging station east of 13th avenue and agate street. The evaluation will help the project team pursue local, state, and federal grants to support project construction.