



STRATEGIC & OPERATIONAL
QUARTERLY REPORT | Q1 2022

May 3, 2022

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EXECUTIVE SUMMARY

Welcome to the 2022! With a combined 2022 budget of \$389 Million, and a little over 500 employees, and a number of organizational goals for 2022, there are a lot of things happening this year that Eugene Water & Electric Board (EWEB). Management is pleased to provide this quarterly report, summarizing our activities including preliminary unaudited financial results, operational performance measures, and the status of strategic initiatives and annual goals. Most metrics are presented through the previous quarter, with noteworthy, milestones, and qualitative information updated as to the publication date of this report.

EWEB remains in a strong financial position, with both utility's revenue approximately 4% higher than seasonally adjusted budget and maintaining most key financial metrics, which is especially significant for the electric utility where 28% of consumption occurs during the first quarter. With a few minor concerns being the rate of return metrics and potential underspend of capital at year end in both Water and Electric. Both concerns are related to issues with supply chains, such as shortage of AMI smart meters, and short term conservative financial assumptions based on COVID-19 impacts, but bear watching over the year in discussions around the Long Term Financial Plan (LTFP).

The flow of water and electricity from Source to Tap/Light Switch remains safe and reliable, with metrics within our five-year averages as well as meeting all of our compliance obligations. Ongoing Dam Safety issues for Leaburg Canal and sinkholes at Trail Bridget continue to impact generation availability for those resources, but the rest of our generation and power purchases are meeting or exceeding target. Elevated Physical and Cybersecurity concerns effect the Utility as a whole due to continued instability in Russia/Ukraine, but the Information Services, Operations and Cyber/Physical Security departments are working together to monitor and act pre-emptively to mitigate these threats as directed by Federal agencies. And finally, our Customer Service department is fully staffed and have driven down our key call center metrics, including getting the average speed to answer metric to less than two minutes.

Major 2022 Organizational Goals, like Leaburg canal future analysis, Willamette second source planning, a multi-year rate design review, the sale of the HQ building, and the Integrated Resource Plan (IRP) are all on track. In particular, the EWEB Enterprise Solutions (EES), formerly called the ERP, got off to a good start with an RFP netting qualified applicants as well as the start of a utility wide change management process to create organization readiness for a smooth transition to the new enterprise solutions.

A key target in several of our Goals is to fill workforce vacancies. Filling vacancies continues to be challenging in 2022, with our number of Q1 vacancies increasing, but our total application volume is lower than last year at this time. While our vacancy metrics are mirroring the regional unemployment trends, filling vacancies remains a key to accomplishing our plans and goals, so focus will continue to be on recruiting and retention strategies, such as the Dynamic Work force goals and Diversity Equity and Inclusion goals.

Overall, EWEB continues to work on building organizational and customer confidence through the transparent communication of our results, including those discussed herein. We appreciate your ongoing support.

Rodney Price
Assistant General Manager

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTIVITY REPORT

During the months of January, February, and March the Board of Commissioners took significant actions and held meaningful discussions including, but not limited to, the following:

- At the Board's annual business meeting John Brown was appointed President and Sonya Carlson as Vice President for the upcoming year. All Commissioners accepted assignments to assorted Board liaison roles.
- Commissioners performed their inaugural annual review of Board Policies. Three policies were selected for further review and refinement: SD3 Customer Service Policy, GP7 Board Parliamentary procedures, GP15 New Commissioner Orientation. Additionally, the Board committed to establishing a new Diversity, Equity, and Inclusion Policy.
- The Board amended its Climate Change Policy, SD15 which defines the Utility's role in reducing greenhouse gases (GHGs) contributing to Climate Change. Primary directives were adopted regarding Power Generation, Climate Policy, EWEB Operations, Customer Decarbonization, and Impacts on EWEB.
- Commissioners approved the 2022 Organizational Goals, which will help the Utility prioritize and focus the organization's investments and resources on maintaining critical ongoing business fundamentals, address discrete gaps or weaknesses, and position the Utility for strategic success.
- After several discussions around the goals and priorities for selling EWEB's riverfront Headquarters property, Commissioners approved the Request for Proposals process and related documents.
- The Board approved EWEB's new Environmental Product Line which will help customers reduce their carbon footprint and help our community achieve climate recovery goals.
- Commissioners reviewed and provided guidance on EWEB's Integrated Resource Planning, "Principles and 2022 Roadmap".
- The Board created an agenda (or roster) of subjects, issues, and/or opportunities to be discussed by the leadership of EWEB and the City of Eugene during their quarterly meetings.
- A special work session was conducted to discuss the Board's desired outcomes and development of a new Diversity, Equity, and Inclusion Board Policy.
- The Board received the State of the Utility Address by the General Manager and results of the FY2021 Year-end Report.
- The Board also reviewed substantive updates and reports on the following subjects: Enhancing Carbon Sequestration and Fire Resiliency in Watersheds, Low Income Household Water Assistance Program, State of the Watershed Annual Report for 2021, State Legislative Update.

MANAGEMENT HIGHLIGHTS

The General Manager conducted a successful recruitment to fill the new role of Climate Policy Analyst & Advisor. Kelly Hoell will join the EWEB team on May 2 to support the General Manager's Office and the Energy and Water divisions by gathering, evaluating, and distilling complex information related to climate issues, studies, policies, regulations, or initiatives that have impacts on energy, electricity, and/or drinking water services, and will translate this information to EWEB stakeholders for the purpose of formulating and implementing positions and strategies related to the fulfillment of our mission, strategy, and policy.

LEGISLATIVE SUMMARY

February 2022 Oregon Legislative Session

In the omnibus state budget bill HB 5002, the legislature approved \$375,000 towards the implementation of EWEB's Powder Activated Carbon Treatment Improvement Project that will further secure EWEB's ability to treat water for taste and odor issues resulting from ongoing impacts from the September 2020 Holiday Farm Fire.

HB 5002 further approved \$4.5 million for ALERTWildfire, a proven system of high quality, directional cameras that enables real-time and time-lapse views of the camera feeds to critical service providers like utilities, emergency responders and the public. EWEB and our local partners may be future beneficiaries of grants distributed from this funding.

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 Metrics Scorecard
- Appendix I: Water Division Details
- Appendix J: Workforce Composition

EWEB STRATEGY & ANNUAL GOALS



The [Eugene Water & Electric Board Strategic Plan \(2018-2028\)](#) was approved August 2, 2017, revised October 5, 2021, 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 4, 2022 the EWEB Commissioners approved the following annual goals for the organization.



- **GOAL #1:** MAINTAIN OR IMPROVE OUR “ONGOING” OPERATIONAL PERFORMANCE with a focus on improving customer responsiveness and integrating/using advanced metering data as deployment (supply) allows.
- **GOAL #2:** BUILD AND INSPIRE THE WORKFORCE necessary to fulfill ongoing business obligations and strategic initiatives amidst a challenging and changing labor and social environment by:
 - a) Maximizing workforce health and safety while optimizing productivity and maintaining compliance during an ongoing pandemic response
 - b) Improving organizational performance and expanding our recruiting ability by implementing our Dynamic Workforce Model which leverages mobile work tools
 - c) Preparing and implementing the process to secure a new or revised Collective Bargaining Agreement for ratification in 2023
 - d) Planning and launching efforts to meet the requirements of our hardest-to-fill positions
 - e) Developing and nurturing an environment based on the principles of diversity, equity, and inclusion
- **GOAL #3:** IMPROVE OUR DAM SAFETY AND HYDROELECTRIC COMPLIANCE by:
 - a) Setting the direction of the Leaburg Hydro Electric Project toward either a power-producing asset or a storm water conveyance asset, in collaboration with the Board and the McKenzie Valley community, using developed guidelines and decision criteria
 - b) Developing and committing resources to the staffing and implementation plan necessary to fulfill our dam safety and relicensing obligations at the Carmen-Smith project
- **GOAL #4:** PREPARE TO REPLACE CHANGING AND AGING TECHNOLOGY that supports both business continuity and strategic priorities by: completing an RFP and the Utility-Software selection; establishing design, data, and operational governance; documenting customer-interaction-based processes; and creating the organizational readiness for new business tools and processes through Change Management and Continuous Improvement.
- **GOAL #5:** COMPLETE A “PUBLIC DRAFT” OF AN INTEGRATED RESOURCE PLAN (IRP) in order to gather feedback during a public comment period in early 2023.
- **GOAL #6:** IMPROVE OUR OPERATIONAL RESILIENCY by:
 - a) Completing a plan for Willamette drinking water treatment, including project scope, schedule, and capital spending details, along with 2022-2023 land-use and permitting milestones
 - b) Finalizing the Electric Master Plan, incorporating strategic initiatives, asset strategy, staffing adequacy, equipment and contracting procurement and development of ongoing Type 1 and Type 2 programs for successful deployment of 10-year Electric CIP
- **GOAL #7:** EVALUATE AND PREPARE FOR THE IMPACTS AND OPPORTUNITIES OF RATE DESIGN. Throughout 2022, in preparation for changing energy supply characteristics, consumption trends, and new product offerings (e.g., time-of-use, demand response), develop the consumption data analytics competency necessary to begin discussions and educational communications on a Multi-year Rate Design Plan for implementation beginning in mid/late 2023.
- **GOAL #8:** FINALIZE THE LONG-TERM DISPOSITION, POTENTIALLY DIVESTITURE, OF EWEB’S HEADQUARTERS PROPERTY by year-end, in collaboration with the Board.






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

ELECTRIC UTILITY - SOURCE TO SWITCH OPERATIONS

Submitted By: Karen Kelley – COO (Nice, Krentz, Capper, Gorsegner)





<p>Overall Status</p>   <p style="text-align: center;">Below Target</p>	<p>Status Summary</p> <p>Overall status is below target primarily due to ongoing Dam Safety impacts on generation and license deployment, supply chain impacts on capital projects, and testing/inspection delays due to emergency equipment failures.</p>	<p>Item of Interest</p> <p>NERC & PUC compliance targets met with latest 5-year PUC inspection showing good standing. Significant improvement made in backlog of work in vegetation management, GIS mapping updates and customer work queues.</p>
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Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p style="text-align: center;">Below Target</p>	<ul style="list-style-type: none"> EWEB owned hydroelectric plant availability at 55% due to planned and unplanned outages; Leaburg remains out of service; Wind and thermal above target at 96%. Carmen-Smith License Deployment: 73% of projects on track, 15% completed, 9% on hold pending agency approval, and remaining 3% delayed due to a combination of dam safety and EWEB staffing issues. Progress continues on a mitigation agreement to resolve the dispute filed by two federal and two state agencies for delays in Carmen-Smith fish passage construction. Trail Bridge sinkhole investigation underway and expected to continue through 2022. BPA hydro generation comes from the Columbia River Basin which is expected to produce near normal levels CY 2022. Q1 generation was approximately 105% of the historical average and the balance of the year is expected to perform close to 98% of average generation.
Production	 <p style="text-align: center;">Above Target</p>	<ul style="list-style-type: none"> There were no weather events and temperatures were milder on average at 1 degree Fahrenheit. Customer loads fluctuated daily by ~ +/- 50 aMW/day which is typical for winter months. Staff sold surplus energy during low load periods and purchased as needed during higher load periods. (Graph 1, Appendix H). BPA slice Generation was 10% above 2022 budget (Graph 2). EWEB owned hydro was 1% above 2022 budgeted generation (Graph 3). Market prices were on average higher than budgeted. This increases the value of surplus length and increases the cost of market purchases made during extreme events. Overall, market price variances are expected to result in a net benefit EWEB in 2022 due to our surplus length on average. BPA postponed entrance into the California Independent System Operator’s (CAISO) within hour Energy Imbalance Market (EIM) from March 2, 2022 to May 3, 2022.



<p>Transmission & Distribution</p>		<ul style="list-style-type: none"> • SAIDI & SAIFI Reliability Indices within 5 yr. average. • Some testing and inspection activities delayed due to response to emergent equipment failures at Cal Young, Hayden Bridge, and IP Transmission Loop (see Line, Relay and Substation Metrics); mitigating with planned 3rd party assistance, reduction in scope of competing capital work to ensure reliability met and resourcing available; hiring of additional crew staff. • Vegetation routine maintenance behind ~9 mo.; Fire related annual activities on track; Tree Contractor Overtime has been activated to reduce backlog and mitigate reliability impact. • Supply chain issues resulting in impending customer facing delays and deferral of reliability and resiliency work (ex. Padmount transformers); mitigating with change in process/procedures, additional procurements, and alternative designs.
<p>Monitoring & Compliance</p>		<ul style="list-style-type: none"> • 5-year PUC inspection completed with minimal noted issues; all have been corrected and in good standing. • PUC required re-wire program in active planning and to be launched in 2022. • Currently no NERC findings or violations; annual self-certification completed with no findings. • No formal FERC violations issued.
<p>Resiliency, Planning & Emergency Management</p>		<ul style="list-style-type: none"> • Capital budget YTD spend at 10%; expecting projection of YE spend of close to 70%; underspend due to supply chain related delays, Carmen Project Delays, and resource constraints (focusing on emergent failures and delaying planned work). • Wildfire Management Plan in final stages of drafting and on track for June adoption, July PUC submission. • Annual pre-fire season activities for high fire risk circuits on track (vegetation inspections and trimming, equipment inspections and repairs). • Public facing Outage Map improvements completed and set for deployment in Q2. • Assessment of Generation emergency response capabilities in progress.
<p>Support Services</p>		<ul style="list-style-type: none"> • The cost of fuel is elevated, budget variance of \$108,000 is expected at year end based on current cost per gallon of fuel. • The Electric GIS team has recently addressed their backlog of GIS updates, due to staff leaving the department the backlog could expand again leading to outdated data sourcing. • Property is assisting with the acquisition of property along the Leaburg Canal in support of the Generation's work along the Canal. • Elevated Physical and Cybersecurity concerns effect the Utility as a whole due to continued instability in Russia/Ukraine as well as local theft and trespass on EWEB property. • Continued planning efforts are underway to vacate HQ and to plan for the Bertelsen Property Design.
<p>Switch (Customer)</p>		<ul style="list-style-type: none"> • Customer facing project queues improved since YE; but remain beyond target currently at 9-week lead time. • Small Customer connection work and High-Level Estimates performing well at target and meeting customer demand. • Electric AMI Mass Deployment has been on hold since 10/1/2021. We are 71% deployed as of 3/28/2022.

WATER UTILITY - SOURCE TO TAP OPERATIONS

Submitted By: Karen Kelley – COO (McCullough, Gorsegner)

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary</p> <p>Metrics for water treatment and delivery on track through Q1 with normal system demand.</p>	 <p>Item of Interest</p> <p>Supply chain issues affecting capital projects including AMI.</p>
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Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	 <p>On Target</p>	<ul style="list-style-type: none"> • With few major storms and prior to harmful algae bloom (HABs) season, much of Q1 was spent preparing for rest of year. • Continued work with Pure Water Partners. Have conducted over 250 property assessments post-fire and currently have 109 signed watershed stewardship agreements with McKenzie landowners. • Currently recruiting growers for Healthy Farms/Clean Water program to minimize pesticide use. • Continued working with City of Springfield and Willamalane for placement of water quality instrument in Kaiser Slough.
Production	 <p>On Target</p>	<ul style="list-style-type: none"> • All finished water quality exceeded regulatory requirements despite two large turbidity events in Q1. • Production levels and chemical usage normal. • Operations experiencing longer lead times on chemical delivery (2-8 weeks). Increased volumes being ordered to compensate.
Transmission & Distribution	 <p>On Target</p>	<ul style="list-style-type: none"> • Pipeline leaks/breaks per 100 miles of pipe and unplanned outages both below benchmark through Q1. This is typical however and challenge will be to keep below benchmark through the Fall. • Duration of unplanned outages in Q1 below benchmark and EWEB 2-year average through Q1. • Valve turning is improving so far in Q1 compared to 2021 with renewed emphasis. • Two thirds of critical distribution valves inspected in Q1 and other valves on track.
Monitoring & Compliance	 <p>Below Target</p>	<ul style="list-style-type: none"> • Residential backflow assembly testing below target through Q1. • In compliance with all regulations in Q1.
Resiliency, Planning & Emergency Management	 <p>Below Target</p>	<ul style="list-style-type: none"> • Capital spending projected to be 80% of budget at year end due to large project contract timing, supply chain issues with AMI, and change in timing of City street project. • McKenzie River spill drill planned for fall along with interagency intertie exercise. Planning efforts began in Q1. • Work proceeding on two new emergency well sites this year. Water treatment issues arose at one site in Q1 and needs to be resolved.

<p>Support Services</p>		<ul style="list-style-type: none"> • The cost of fuel is elevated, budget variance of \$108,000 is expected at year end based on current cost per gallon of fuel. • Elevated Physical and Cybersecurity concerns effect the Utility due to continued instability in Russia/Ukraine as well as local theft and trespass on EWEB property. • Continued planning efforts are underway to vacate HQ and to plan for the Bertelsen property design.
<p>Tap (Customer)</p>		<ul style="list-style-type: none"> • Water AMI Deployment is proceeding at 30% of planned rate. We are 58% deployed as of end of Q1. Supply chain issues may dictate much of 2022's implementation. • Design time for customer service tickets remained below target for last quarter.



CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

Submitted By: Julie McGaughey – Chief Customer Officer

Overall Status

Status Summary

Call center is now fully staffed, and customer responsiveness goals are being met.

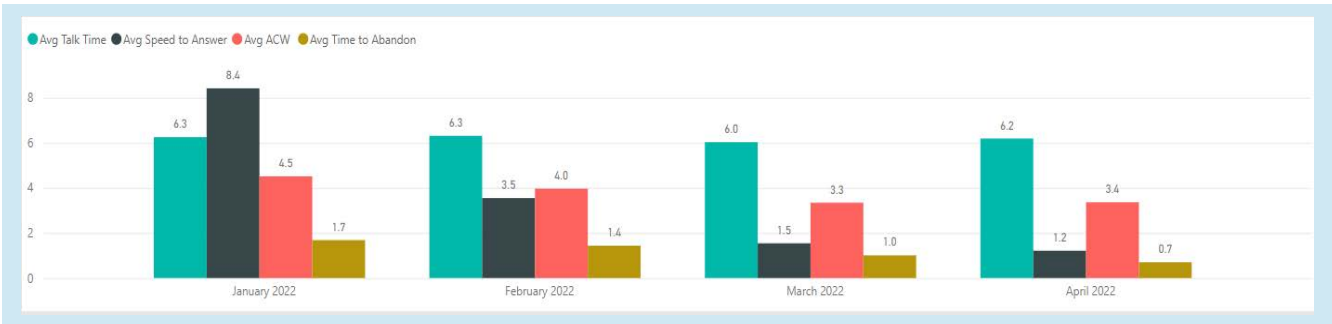
Item of Interest

Federal water bill assistance (LIHWA) expected to begin Q2.

First five CSAs began working from home; 5 more to go in Q2.

Customer Service staff who started in November are trained and taking calls. With the call center fully staffed, average speed to answer calls has dropped to an acceptable range of less than two minutes, with approximately 500 calls taken per day.

Q1 Call Center Performance



Conservation programs are on target and on budget. Bill assistance trends higher early in the year. In Q1 EWEB applied approximately \$575k in EWEB and donation funds and over \$800k in LIHEAP federal assistance to customer bills. Federal water bill assistance (LIHWA) is expected to begin in Q2.

COMMUNICATIONS & MARKETING | Q1 2022

1 WATER - POWER - PEOPLE
for our residential customers

Charting our course for 2022 and beyond

EWEB takes bold stance on climate change

REDUCE AND MAINTAIN A HEALTHY BIODIVERSITY

REDUCING CUSTOMER DEBT AND SUPPORTING THE LOCAL ECONOMY

2 Pledge to Prepare
Preparing for emergency power & water outages

Pledge to Prepare | February

Welcome to Month 2 of EWEB's Pledge to Prepare campaign!

3 EV News & Programs

4 Rooting Around the Watershed:
Pure Water Partners to plant 500,000 trees in 2022 in areas burned by the Holiday Farm Fire

Eugene Water & Electric Board
Published by Adam Spencer • February 24 •

Good news! The Pure Water Partners are working with our upper neighbors to plant 500,000 trees in the McKenzie Watershed this year. These efforts will help jump-start the recovery of thousands of acres of riparian forests that burned in the Holiday Farm Fire. Along with giving our community some hopeful greenery, these trees will protect our drinking water by filtering water in the soils, covering and cooling creeks and tributaries, and benefiting our fish and wildlife.

5 EWEB to sell former downtown headquarters buildings
02/14/2022

Community organizations, property developers and others will soon be able to submit offers to purchase and develop a 2.44-acre site in a prime location along Eugene's burgeoning downtown waterfront district.

The site formerly housed the Eugene Water & Electric Board's headquarters. The available property represents the northern portion of the Downtown Riverfront Special Area Zone, which is in




- 1 2022 Organizational goals bill insert to all customers
- 2 Pledge to Prepare: 4 events, 6 emails & social media posts
- 3 EV Newsletter & social media posts
- 4 PWP tree planting event, multiple posts & video on social media
- 5 Riverfront property sale newroom article & 3 earned media pieces

FINANCE

Submitted By: Deborah Hart, CFO

ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

 <p>Overall Status</p>	 <p>Status Summary All financial metrics, except for Rate of Return & Debt as a % of NBV, were within target. See below.</p>	 <p>Item of Interest Electric retail revenue and consumption were higher than budget by 4%.</p>
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ELECTRIC FINANCIAL STRENGTH MEASUREMENTS

The **Rate of Return** remains well below target. 2022 revenue assumptions were more conservative to account for continuing COVID economic impacts. The Rate of Return metric could have long term bond rating implications, but is one of the metrics that will be discussed in our upcoming LTFP and rate discussions. Reclassification of Leaburg plant and a 2020 bond issuance increased the **Debt as a Percent of Net Book Value** ratio above target in 2020.

WATER UTILITY FINANCIAL STATUS

See Appendix B: Water Utility Financial Statement

 <p>Overall Status</p>	 <p>Status Summary All financial metrics, except for Rate of Return, were within target. See below.</p>	 <p>Item of Interest Overall revenues were favorable through March and nearly 4% above budget.</p>
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WATER FINANCIAL STRENGTH MEASUREMENTS

The Rate of Return projection was below target. Conservative revenue assumptions and budgeted increases in Source & Pumping expenses decreased the budgeted rate of return in 2022. This metric will likely return to the target range through the year as consumption picks up and the assumptions around the LTFP are evaluated.

PURCHASING – SEVERITY OF SUPPLY CHAIN SHORTAGES

Materials required to provide water and electric services continue to be a hardship to source without delay and at reasonable prices. Some materials have been more impacted by inflation than others, such as single-phase transformers and ductile iron pipe. When applying March 2022 inventory average unit prices to March 2020 inventory quantities there is an overall average price increase over the two-year period of 9%, or \$570,000.

A growing backlog of orders across the industry is making it extremely challenging to meet demand, and EWEB is concerned about our ability to meet timelines for electric and water construction projects. We are seeing major shortages and issues in the following areas related to the utility industry:

- Electric Distribution Transformers & Switchgear
- Underground Cable & Secondary Service Boxes
- Ductile Iron Pipe

- Water Distribution Fittings
- Construction Equipment Fleet
- Substation Power Equipment
- Electric meters

Staff continue to work diligently at minimizing the impact of material supply shortages and are focusing only on essential work at this time, such as compliance-driven or restoration efforts, while deferring internally driven reliability and strategic work. Developers and other potentially impacted customers are being asked to plan for potential delays caused by material shortages in their active and upcoming construction and renovation projects.

INTEGRATING/USING ADVANCED METERING DATA

Submitted By: Deborah Hart, CFO and Rod Price, AGM

Staff continue to prioritize work towards more fully realizing the benefits of AMI. The meter supply chain issues impacting the Deployment Project do not impact our ability to leverage the benefits of data from the systems as they are now. At our current deployed rate of 71% electric and 58% water, we are ready to more fully realize the capabilities that AMI data/information can provide in preparation for operational management.



IN PROGRESS

Roadmap of the work needed to realize the desired AMI benefits.

AMI transition to operations to begin integrating AMI data and capabilities into existing processes and practices.

INFORMATION SERVICES

Submitted By: Travis Knabe - CIO

Overall Status

On Target

Status Summary

Positive progress. Focus on service, through increasing communications and regular meetings with divisional leaders

Item of Interest

Two additional positions posted and filled targeting improved employee experience and service

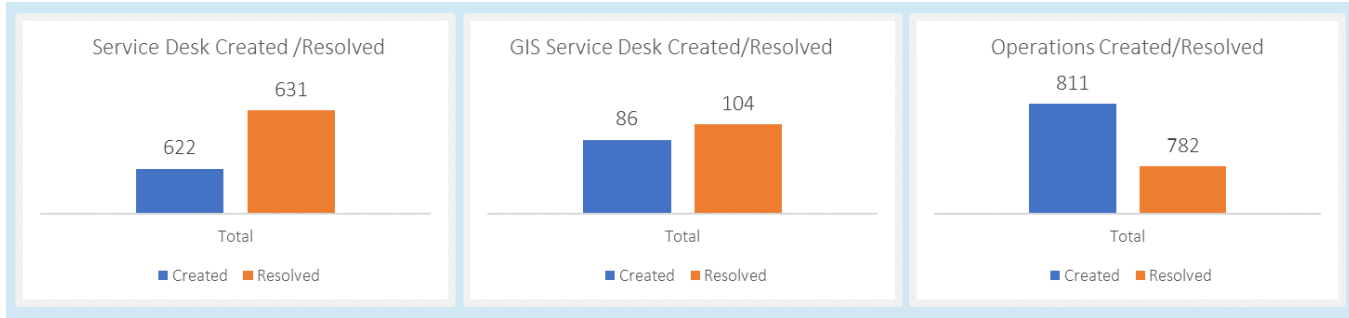


OPERATIONAL PERFORMANCE

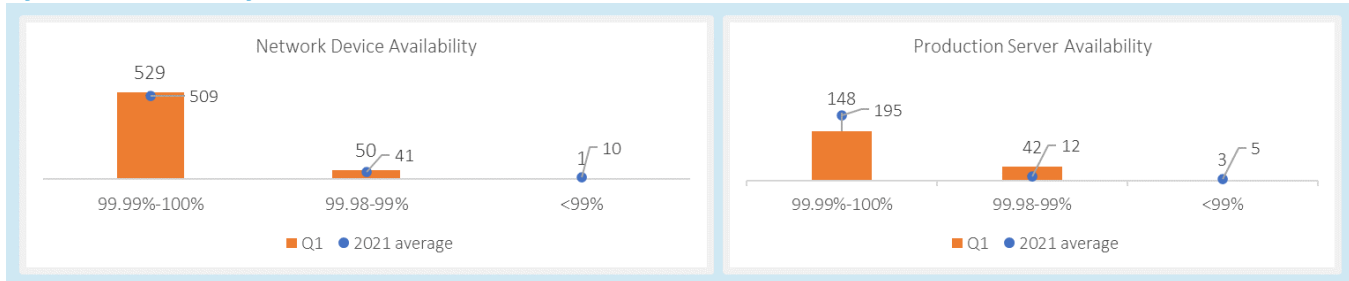
Incident Management



Service Desk & Operations Support



System Availability



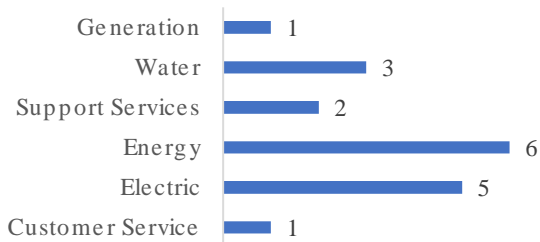


PROGRAM PROJECT STATUS

Priority Projects - Active	Division	Status
Allegro/Horizon Upgrade	Energy	On Hold
Backflow Upgrade	Water	In Process
Hayden Bridge DR Site	Support Services	In Process
Green Option –Rate Change	Customer Service	In Process
EIM 5-Minute Interval Data	Energy	In Process
EIM Shadow Settlement	Finance	RFP
Water SCADA	Water	RFP
EWEB Enterprise Solution	EWEB	RFP
Energy Insight	Customer Service	RFP
GIS Modernization	IS GIS	In Process

Divisional Projects - Active	Division	Status
Public Facing Outage Map 2.0	Electric	In Process
LIWA –Bill Print & Portal Display	Finance	In Process
LCOG Integration	Water	In Process
Fleet Focus	Support Services	In Process
Pole Inspection Program	Energy	In Process
Wild fire Risk Assessment	Finance	In Process
Federal Lead Program	Water	In Process
GPS Meter Location	Water	In Process
ROC Digital Signage	Support Services	In Process
Leasburg/Waterville Infra Upgrade	Generation	In Process

FY22Q1 Closed Divisional Projects (18)



Team Spotlight - Operation Efficiency

EOS Journey: FY21Q1 –FY22Q1

- January 2021 Project Backlog: **108**
- IS Operational Process Improvement
 - IS M/S BRM Role
 - Monthly Meeting w/ Division M/S
 - Negotiate, Challenge, Align, Prioritize
 - IS Resources Focus on Priorities (only)
- March 2022 Project Backlog: **32**

WORKFORCE SERVICES

Submitted By: Lena Kostopulos (Hutchens)

Overall Status

On Target

Status Summary

Operational programs are performing within targets. Details included in Appendix.

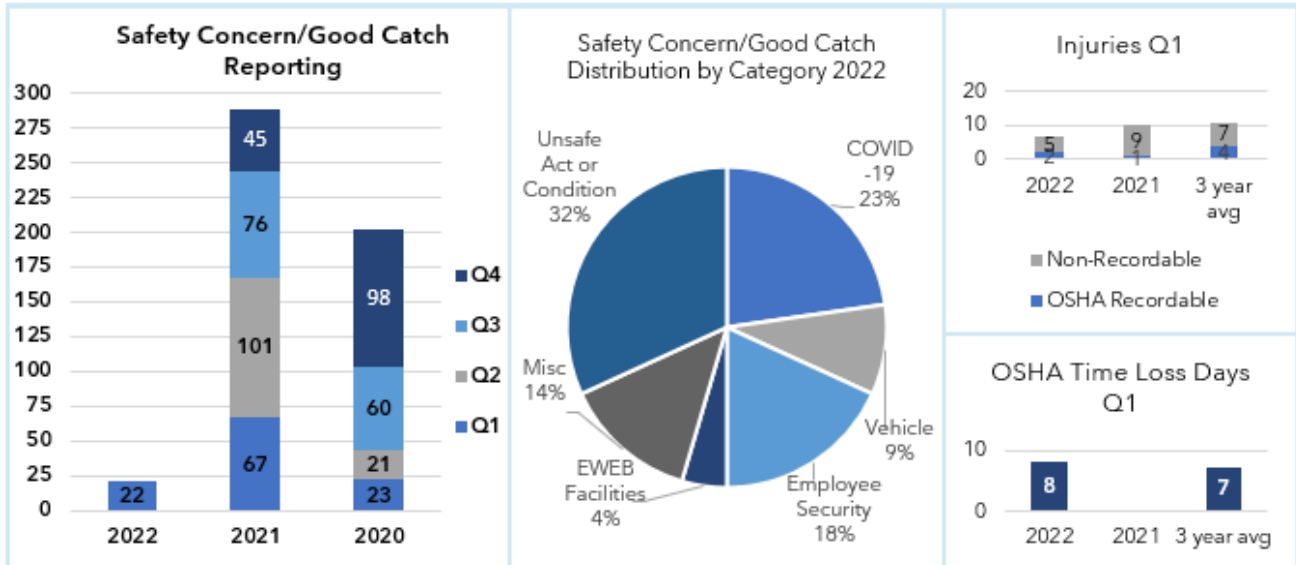
Item of Interest

Incidental and FMLA absences spiked in Q1 due to Omicron COVID Variant. Leave utilization metrics included in Appendix.



TOTAL WORKER HEALTH

SAFETY PROGRAM



WORKFORCE MANAGEMENT

PERFORMANCE & COMPENSATION

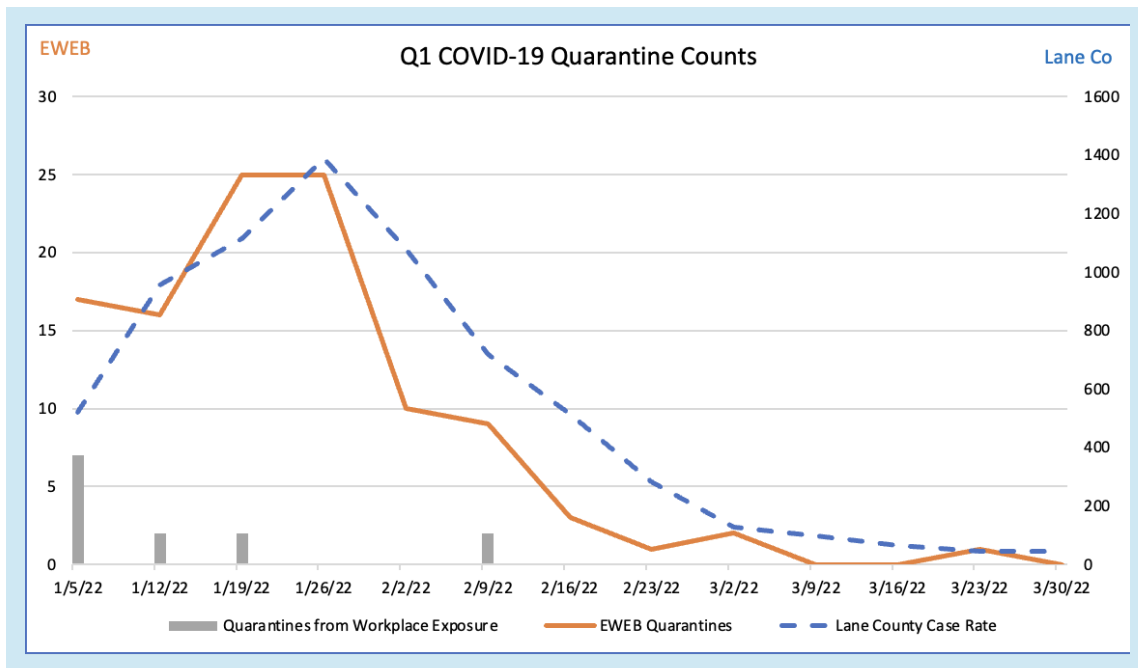
The MAPT structure was adjusted by 3% in January. 49% of MAPT received range progression increases, averaging 2.18%; 31% received recognition awards, averaging 1.3%. Represented employees received 4% per the CBA. Refer to the Appendix for detailed performance distribution information.

GOAL 2 – BUILD & INSPIRE THE WORKFORCE

2a) Maximizing workforce health and safety while optimizing productivity and maintaining compliance during an ongoing pandemic response

Submitted By: Rodney Price – AGM

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary</p> <p>Due to the Omicron surge, EWEB experienced the highest COVID-19 related disruptions since the Pandemic began.</p>	<p>Item of Interest</p> <p>Quarantines totaled 109, but due to our Pandemic Response measures, there were only 13 workplace exposures. Minimal disruptions in EWEB Operations.</p>
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PROJECT MILESTONES

- Over the first quarter of 2022 we had 109 total quarantines impacting 32 departments.
- Of the 109 quarantines only 13 were a result of workplace exposures. Total COVID-19 positive cases are not tracked.
- The 13 workplace exposures fell within 3 departments with none of them being cross departmental exposures.
- As CDC recommended the use of KN95 masks for the Omicron variant, we purchased an additional 2000 masks for employee use.
- EWEB masking requirements, per state guidelines, were removed on March 10th as well as increased conference room capacities.

2b) Improving organizational performance and expanding our recruiting ability by implementing our Dynamic Workforce Model which leverages mobile work tools

Submitted By: Frank Lawson -GM

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Implementing DWF policy and practices smoothly. Return to offices from home as allowed by pandemic response.</p>	 <p>Item of Interest Stipend for full Telecommuters added to support alternate office location needs.</p>
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PROJECT MILESTONES

- Completion of Telecommuting Agreements by March 31
- Updated DWF Policies to include technology details
- Complete a series of Change Management Support Steps



COMPLETED

- Completed Supervisor Training video for LMS
- Held several Q/A sessions for Managers and Supervisors around principles and next steps
- Identified visiting or hotel office spaces in the ROC for hybrid workers







IN PROGRESS

- Additional Support meetings for Managers and supervisors planned
- Evaluation of policies and practices for improvements

2c) Preparing and implementing the process to secure a new or revised Collective Bargaining Agreement for ratification in 2023

Submitted By: Lena Kostopulos – WFS Chief

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summar Research and preparation for bargaining are underway.</p>	 <p>Item of Interest Bargaining scheduled to commence in Summer of 2022.</p>
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PROJECT MILESTONES

Bargaining scheduled to commence in June and continue throughout 2022.



COMPLETED

Regional comparator wage data has been collected and compiled.



IN PROGRESS

Comparator benefits information is being sought through public records requests and will be compiled upon receipt.

EWEB is working with IBEW to determine a bargaining methodology to arrange training, which is planned for early June.

2d) Planning and launching efforts to meet the requirements of our hardest-to-fill positions

Submitted By: Lena Kostopoulos – WFS Chief

<p>Overall Status</p> <p>Below Target</p>	<p>Status Summary</p> <p>EWEB applicant response continues to be lower than expected in general and particularly in positions requiring industry-specific skills and knowledge.</p>	<p>Item of Interest</p> <p>Reduced applicant response rate aligns with the regional unemployment rate (4%), which dropped approximately 60% (from 6.4 to 4%) as compared to Q1 2021.</p>
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PROJECT MILESTONES

Tracking applicant response and recruiting outcomes through 2022 to build baseline data by year end.



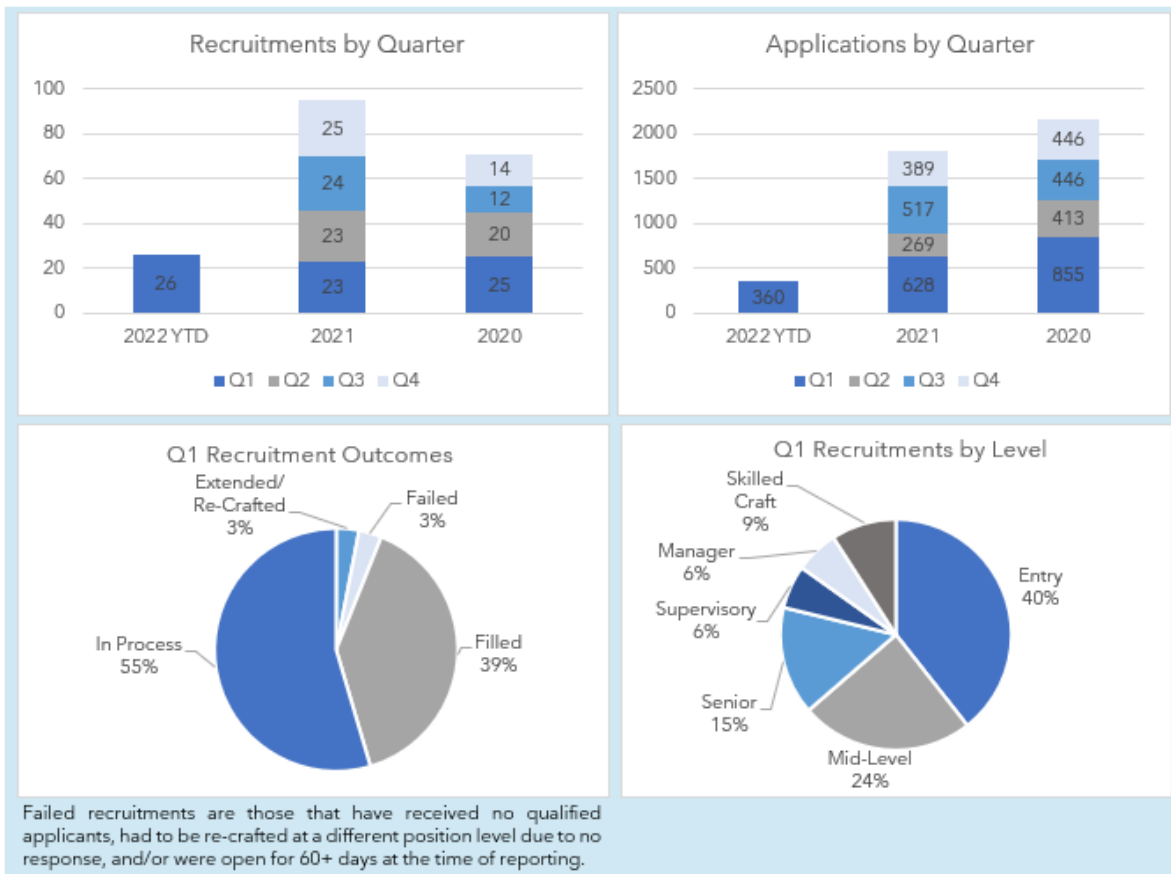
COMPLETED

Q1 applicant response data collection and recording.







IN PROGRESS

Testing a variety of approaches to attract qualified candidates to hard to fill jobs. A study of EWEB compensation against competing employers is planned in Q4; 2022 bargaining will yield new pay rates for IBEW jobs.



2e) Developing and nurturing an environment based on the principles of diversity, equity, and inclusion

Submitted By: Rod Price, AGM

 <p>Overall Status</p>  <p>Below Target</p>	 <p>Status Summary</p> <p>Major initiatives were started, and most are on track, but we have experienced a few delays.</p>	 <p>Item of Interest</p> <p>The Board of Commissioners has committed to adopting a DEI policy, with work started in February work session.</p>
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IN PROGRESS

- A small team started a comprehensive review and effort to develop Psychological Safety (PS) value in 2021 and the plan was to expand conversations and explore PS with voluntary work groups in 2022. On hold pending replacement of project leader who left EWEB.
- EWEB has engaged Cascade Employers to audit recruiting and hiring materials, practices, and policies to ensure these comport with established DEI best practices.
- EWEB's Diversity Team began planning an expanded format to create three separate employee groups. One will focus more on activity-based educational opportunities for the organization. The second group will focus more on individual employee educational opportunities. The third will focus on being DEI ambassadors to our community for EWEB business issues. Behind timeline plans, but the group forming work will continue in Q2.
- The Executive Team met in January for a facilitated discussion with Carla Gary with the focus on DEI and Culture ideas and examples in support of creation of a Board level DEI policy. Work continues in Q2.
- The basics of a Board level policy was presented In a February Board work session. The Board asked for additional information on what makes a good DEI policy. No further action taken. Work will continue in Q2-Q4.
- A small employee group was formed from Diversity Team members to help provide different perspectives on the Board DEI policy work in 2022. The February work session backgrounder reviewed, and other reviews will occur as needed.
- EWEB has recommitted to the Lane County Equity and Community Consortium (ECC). ECC is a group of local public agencies that meets for information and resource sharing and coordination to promote equity in the workplace.

GOAL 3 – IMPROVE OUR DAM SAFETY & HYDROELECTRIC COMPLIANCE

3a) Setting the direction of the Leaburg Hydro Electric Project toward either a power-producing asset or a storm water conveyance asset, in collaboration with the Board and the McKenzie Valley community, using developed guidelines and decision criteria

Submitted By: Karen Kelley – COO and Lisa Krentz – Generation Operations Manager

<p>Overall Status On Target</p>	<p>Status Summary All action items are on track relative to the decision-making timeline presented to the Board in August, 2021.</p>	<p>Item of Interest The alternatives for comprehensive TBL analysis have been selected and the Leaburg Canal Informational webpage was launched.</p>
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PROJECT MILESTONES



COMPLETED

- Preliminary water quality impact analysis for stormwater conveyance vs. return to service
- Launch of the Leaburg Canal informational webpage
- Initial public outreach
- Selection of the four (4) alternatives for comprehensive TBL analysis
- Near-term risk reduction Drilling Program Plan (DPP) scope







IN PROGRESS

- Comprehensive TBL analysis of the selected alternatives
- Continued public outreach, including Social Impact Survey
- Additional data collection for the water quality impact analysis
- Near-term risk mitigation action planning
- Negotiating alternative water supply arrangements for water users that EWEB is obligated to serve
- Investigating potential grant funding sources for infrastructure improvements, dam safety modifications, and environmental impact mitigation

Goal 3b) Developing and committing resources to the staffing and implementation plan necessary to fulfill our dam safety and relicensing obligations at the Carmen-Smith project

Submitted By: Karen Kelley – COO and Lisa Krentz – Generation Operations Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Division functions assessment complete. Staffing and skills gap analysis underway.</p>	 <p>Item of Interest A comprehensive Carmen-Smith Master Plan will be completed in Q2. Consultant led evaluation of emergency response capability underway.</p>
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PROJECT MILESTONES

- Generation Division Function Assessment – Q1 2022
- Staffing/Skills Gap Analysis – Q2 2022
- Dam Safety Emergency Response Capacity Assessment – Q2 2022
- Comprehensive Carmen-Smith Master Plan – Q2 2022
- Staffing and Resource Plan Developed – Q3 2022



COMPLETED

- Generation Division functions assessment completed in January
- Consultant led interviews with staff and review of emergency response plans to evaluate Generation capacity and capability to respond to a dam safety, or other, emergency





IN PROGRESS

- Consultant report on assessment of emergency response capability
- Carmen-Smith aquatics projects Master Plan that was developed in Q4 2021 is being expanded to include all Carmen-Smith License deployment projects
- Staffing/skills gap analysis

GOAL 4 – PREPARE TO REPLACE CHANGING & AGING TECHNOLOGY

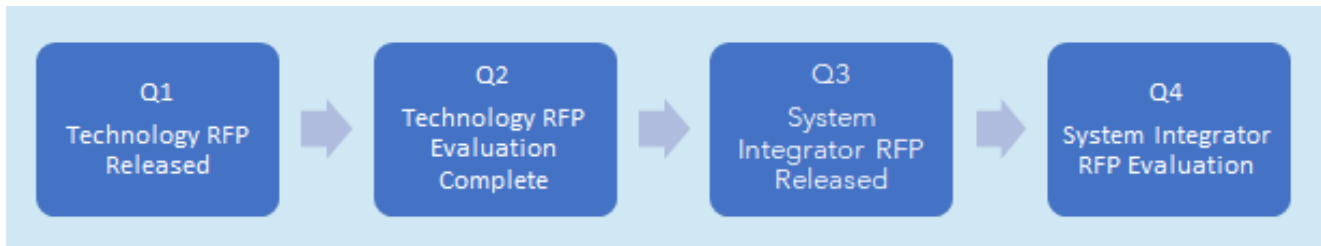
PREPARE TO REPLACE CHANGING AND AGING TECHNOLOGY that supports both business continuity and strategic priorities by completing an RFP and the Utility-Software selection; establishing design, data, and operational governance; documenting customer-interaction-based processes; and creating the organizational readiness for new business tools and processes through Change Management and Continuous Improvement.

Submitted By: Knabe, Hart, McGaughey and Price

<p>Overall Status</p>  <p>On Target</p>	<p>Status Summary Program on target or above target.</p>	<p>Item of Interest Program Branding Identified: EWEB Enterprise Solution (EES)</p> 
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PROJECT MILESTONES



COMPLETED

- Organizational Readiness Foundational Deliverables
- Organizational Readiness - Conducted Preparing for Change Activities - Communication and Awareness
- ERP Technology RFP Phase 1 - Written Response evaluation and Planning for Phase 2 - Demonstrations



IN PROGRESS

- Organizational Readiness - Continued Preparing for Change Activities - Communication and Awareness
- Organizational Readiness - Establish Change Agent Network
- EES Technology Phase 2 - Conduct and Evaluate Vendor Demonstrations, References and Site Visits

GOAL 5 – COMPLETE “PUBLIC DRAFT” OF AN INTEGRATED RESOURCE PLAN

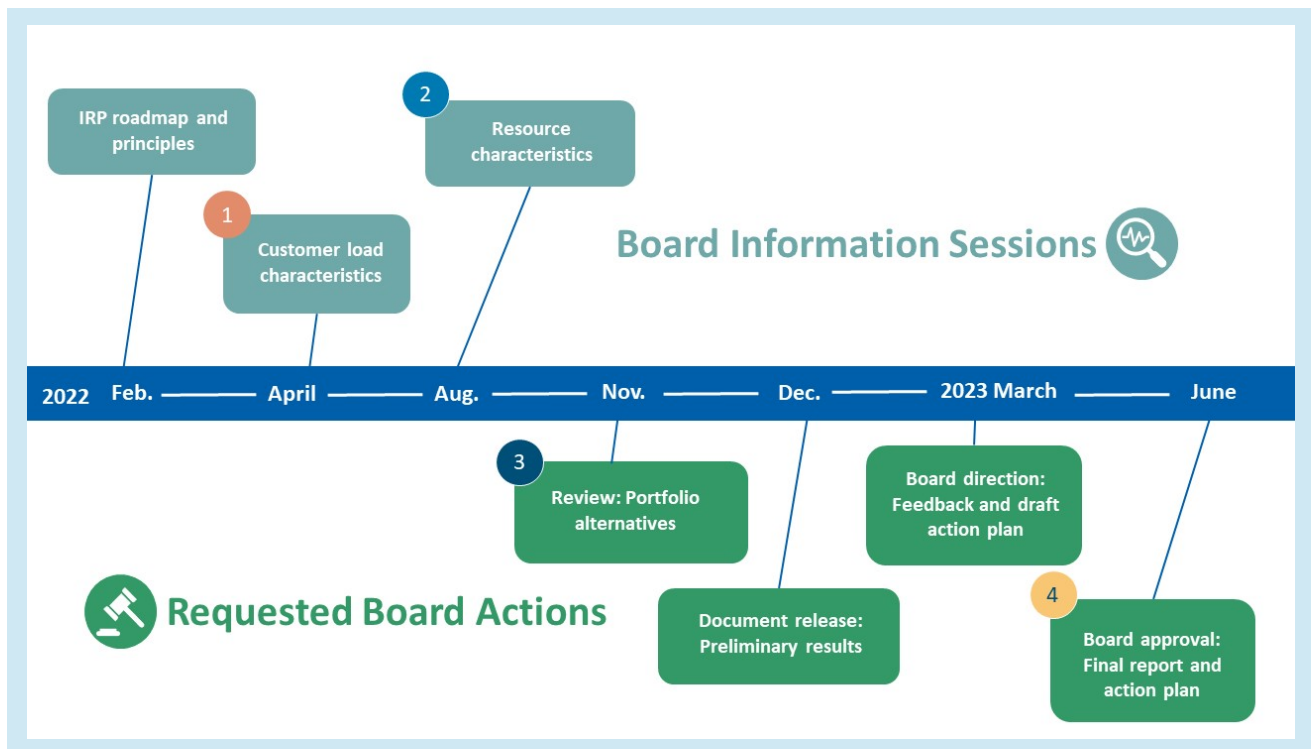
COMPLETE A “PUBLIC DRAFT” OF AN INTEGRATED RESOURCE PLAN (IRP) in order to gather feedback during a public comment period in early 2023.

Submitted By: Frank Lawson – GM and Megan Capper- Energy Manager

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary</p> <p>At the February Board meeting, Planning staff provided an overview of the IRP timeline, scope, and key elements to set expectations for Board engagement with the IRP process.</p>	<p>Item of Interest</p> <p>Staff is preparing for small group meetings with the Board in June and providing resource characteristics in August 2022.</p>
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PROJECT MILESTONES



COMPLETED

Staff met with the board in February providing the IRP roadmap and principles.







IN PROGRESS

Staff is focusing on modeling EWEB's existing and future resource options and analyzing existing customer electricity consumption patterns. Staff is also preparing for small group meetings with the Board in June and providing resource characteristics in August 2022. At the end of the 2022 IRP process, the Board will be asked to determine an action plan of next steps and priorities to be undertaken by the Utility leading up to the next IRP cycle.

GOAL 6 – IMPROVE OUR OPERATIONAL RESILIENCY:

6a) Completing a plan for Willamette drinking water treatment, including project scope, schedule, and capital spending details, along with 2022-2023 land-use and permitting milestones

Submitted By: Karen Kelley – COO and Wally McCullough – Water Division Manager

 <p>Overall Status</p>  <p>Below Target</p>	 <p>Status Summary</p> <p>Treatment plant pre-design complete, intake design is close. Project progress will depend on treatment plant property and land use discussions with City of Springfield.</p>	 <p>Item of Interest</p> <p>EWEB is applying for use of stored water from Federal Reservoirs to supplement our water rights on Willamette for project – Will be first contract in Willamette Valley.</p>
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PROJECT MILESTONES

Preliminary project milestones for the Willamette River Treatment Plant are shown below. Property/land use and permitting could affect these milestones.

- | | |
|---|-----------|
| • Complete treatment plant access road construction | Q3 – 2022 |
| • Resolve land use issues with City and identify treatment plant property | Q3 – 2022 |
| • Finalize conceptual design of treatment plant and intake | Q4 – 2022 |
| • Begin permit process for both intake and treatment plant | Q4 – 2022 |
| • Retain engineer(s) to complete design and assist with bidding strategy | Q2 – 2023 |
| • Advertise/award early earthwork contract for treatment plant | 2023 |
| • Advertise/award treatment plant and intake contracts for bidding | 2024 |
| • Construction begins | 2025 |
| • Completion date – facilities in operation | Q4 - 2027 |



COMPLETED

- Preliminary design for both treatment plant and intake (2014-2017)
- Negotiated alternative treatment plant site and appropriate access/pipeline easements with Springfield Utility Board
- Final design and permitting of access road to connect alternative treatment plant properties and facilitate future pipeline construction.
- Preliminary discussions with City of Springfield on land use approvals.







IN PROGRESS

- Securing additional water supply for plant through use of stored water from federal storage reservoirs.
- Retaining consultant to prepare visuals showing how plant will affect “entrance to Glenwood” to provide to City.
- Permitting timing process at risk due to delays in progress

6b) Finalizing the Electric Master Plan, incorporating strategic initiatives, asset strategy, staffing adequacy, equipment and contracting procurement and development of ongoing Type 1 and Type 2 programs for successful deployment of 10-year Electric CIP

Submitted By: Karen Kelley – COO and Tyler Nice – Electric Division Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary 2023 Budgeting Process Kicking off Updating 10-year plan. Alignment of Master Plan Goals, metrics, and program targets</p>	 <p>Item of Interest Determining resource need for effort; and assessing available internal staff vs. facilitation by 3rd party contractor who specializes in this area.</p>
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PROJECT MILESTONES

Develop asset strategy for electric equipment	Develop common understanding with Electric Division Staff and key partners through training and sharing	End of Q2
	Determine KPI's and data needs for making Asset Decisions for Electric Equipment	End of Q3
	Determine As-Is status of Asset Data (who/what/where?)	End of Q3
	Collect and organize applicable equipment data	End of Q4
	Assess data quality and determine gaps	End of Q4
Complete Electric Master Plan	Development and submission of 2023+ 10 Year CIP	End of Q2 (July Board Meeting Approval)
	Completion of Electric Master Plan Document	End of Q4



COMPLETED

2023 Work Plan developed.







IN PROGRESS

Planning kickoff and alignment of key staff and stakeholder activities.

GOAL 7 – EVALUATE AND PREPARE FOR THE IMPACTS AND OPPORTUNITIES OF RATE DESIGN.

Throughout 2022, in preparation for changing energy supply characteristics, consumption trends, and new product offerings (e.g., time-of-use, demand response), develop the consumption data analytics competency necessary to begin discussions and educational communications on a Multi-year Rate Design Plan for implementation beginning in mid/late 2023.

Submitted By: Deborah Hart, CFO & TiaMarie Harwood, Financial Services Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary</p> <p>Staffing changes are presenting unique opportunities to align short-term goals with strategic priorities.</p>	 <p>Item of Interest</p> <p>Applying key principles and analytical exercises to the Green Options that launch April 22nd.</p>
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PROJECT MILESTONES

July 5, 2022 Board Meeting: Rate Design Fundamentals/Background



COMPLETED

Staff completed an audit of the current CIS rates data, which resulted in recommendations that have been submitted to Management for review.



IN PROGRESS

Staff have a Rates 101 memo draft in-progress for July’s Board meeting to begin discussions on rate design fundamentals.

GOAL 8 – FINALIZE THE LONG-TERM DISPOSITION, POTENTIALLY DIVESTITURE, OF EWEB’S HEADQUARTERS PROPERTY

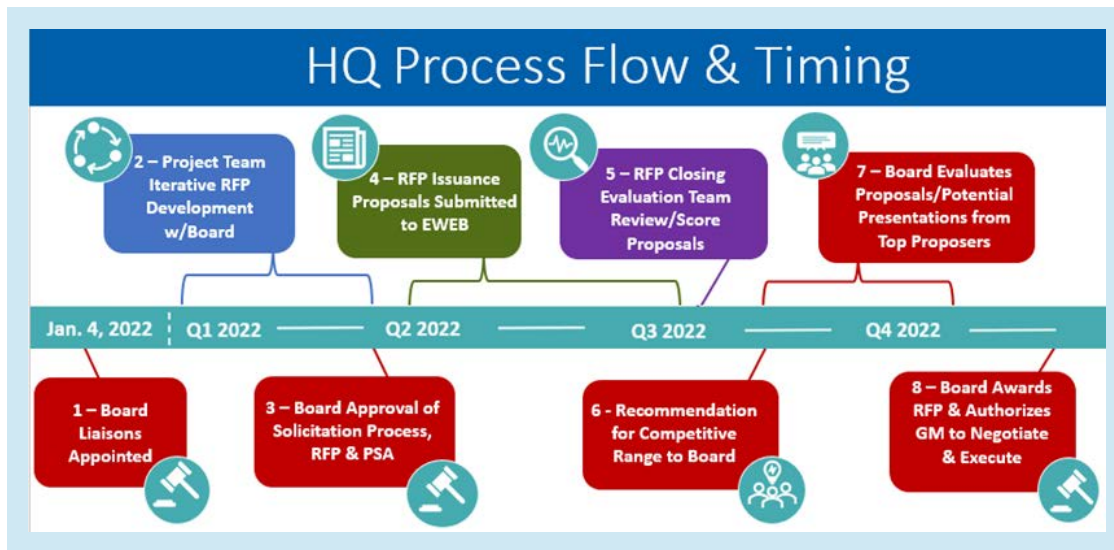
FINALIZE THE LONG-TERM DISPOSITION, POTENTIALLY DIVESTITURE, OF EWEB’S HEADQUARTERS PROPERTY by year-end, in collaboration with the Board.

Submitted By: Frank Lawson – GM and Anne Kah – Administrative Services Manager

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary Project milestones are on track. The Request for Proposals (RFP) is planned for release in Q2.</p>	<p>Item of Interest Commissioners approved the RFP package on April 5, 2022. Subsequently, a recommendation was made to allow the Board greater flexibility in awarding to a Proposer within the Competitive Range. Board approval of this amendment will be requested at the May 3, 2022 meeting.</p>
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PROJECT MILESTONES



COMPLETED

Board Liaison assignments: Commissioners Brown and Carlson were appointed to the EWEB Riverfront Property Project Team, and Commissioners Barofsky and Schlossberg were appointed to the EWEB Riverfront Property Proposal Evaluation Team. The Project Team worked iteratively with the Board to earn approval of the Request for Proposals Process, RFP document, Sample Purchase & Sale Agreement, and Non-Disclosure Agreement at the April 5 Board meeting.



IN PROGRESS

The RFP and reference documents are being finalized and planned for release in early May.

Numerous communications are being prepared for deployment to market the property to prospective Proposers, and to foster customer trust and confidence in the solicitation and selection process.

The Project Team is developing Evaluation Committee Instructions which will include rules of the committee, guidelines for scoring proposals, and information to help the Board establish a minimum price threshold.

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

CI: Continuous Improvement

CIA: Contributions in Aid of Construction

CIS: Customer Information System

CIP: Capital Improvement Plan

CIP: Critical Infrastructure Protection

CRM: Customer Relationship Manager

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

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

IP: International Paper

KGAL: 1,000 gallons

KPI: Key Performance Indicator

LBU1 and LBU2 - Leaburg turbine units 1 & 2

NERC: North American Electric Reliability Corporation

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

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
- Appendix B: Water Utility Financial Statement
- Appendix C: Electric Utility EL-1 Capital Report
- Appendix D: Water Utility EL-1 Capital Report
- Appendix E: Capital Spending Summary
- Appendix F: Contracts Awarded Report
- Appendix G: Community Investment Report
- Appendix H: Electric Division Metrics Scorecard
- Appendix I: Water Division Details
- Appendix J: Workforce Composition

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

ELECTRIC UTILITY FINANCIAL STATEMENT (EL1) | Q1 2022

APPENDIX A

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

(In millions)

	Three Months Ended March 31,		YTD Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 78.4	\$ 69.4	\$ 74.6	\$ 3.8
Operating expenses	68.7	64.8	70.3	1.6
Net operating income (loss)	9.7	4.6	4.3	5.4
Non-operating revenues	(0.9)	0.9	0.4	(1.3)
Non-operating expenses	1.8	1.8	1.8	-
Income (loss) before capital contributions	7.0	3.7	2.9	4.1
Capital contributions	5.3	4.2	0.5	4.8
Increase/(Decrease) in net position	\$ 12.3	\$ 7.9	\$ 3.4	\$ 8.9

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

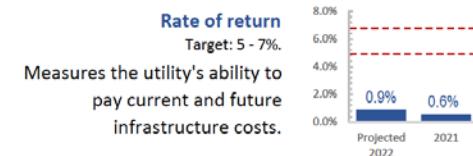
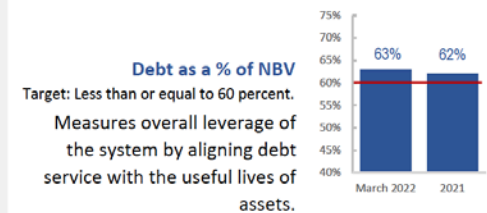
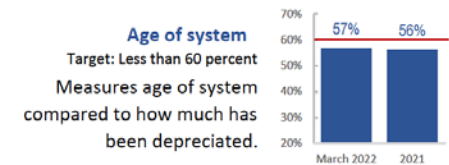
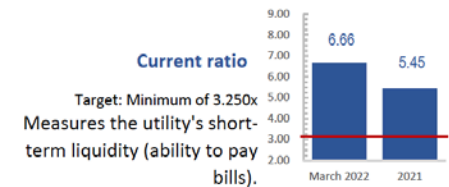
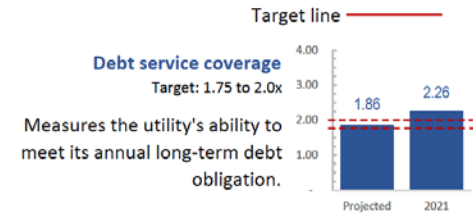
	March 31,		December 31,
	2022	2021	2021
Current assets	\$ 213.6	\$ 220.5	\$ 138.4
Net utility plant	435.4	421.1	444.4
Other assets	56.5	62.6	117.3
Total assets	705.5	704.2	700.1
Deferred outflows of resources	34.6	43.9	35.7
Total assets and deferred outflows	\$ 740.1	\$ 748.1	\$ 735.8
Current liabilities	\$ 32.1	\$ 30.4	\$ 37.7
Long-term debt	217.3	227.8	217.9
Other liabilities	40.8	70.5	41.8
Total liabilities	290.2	328.7	297.4
Deferred inflows of resources	42.2	24.0	43.0
Total net position	407.7	395.4	395.4
Total liabilities, deferred inflows, and net position	\$ 740.1	\$ 748.1	\$ 735.8

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)

	YTD	Annual Working Budget	
	3/31/2022	Budget \$	% of Budget
Type 1 - General capital	\$ 3.8	\$ 15.3	24.8%
Type 2 - Rehabilitation and expansion	0.7	10.5	6.7%
Type 3 - Strategic projects	1.2	29.2	4.1%
Total capital	\$ 5.7	\$ 55.0	10.4%

FINANCIAL STRENGTH MEASUREMENTS



WATER UTILITY FINANCIAL STATEMENT (EL1) | Q1 2022

APPENDIX B

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

(In thousands)

	Three Months Ended March 31,		Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 8,918	\$ 7,732	\$ 8,615	\$ 303
Operating expenses	8,416	6,639	8,676	260
Net operating income	502	1,093	(61)	563
Non-operating revenues	(70)	113	9	(79)
Non-operating expenses	567	587	550	(17)
Income before capital contributions	(135)	619	(602)	467
Capital contributions	471	633	790	(319)
Increase in net position	\$ 336	\$ 1,252	\$ 188	\$ 148

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

	March 31,		December 31,
	2022	2021	2021
Current assets	\$ 58.3	\$ 62.2	\$ 60.8
Net utility plant	210.1	198.2	209.5
Other assets	12.5	13.1	12.5
Total assets	280.9	273.5	282.8
Deferred outflows of resources	10.7	13.2	10.7
Total assets and deferred outflows	\$ 291.6	\$ 286.7	\$ 293.5
Current liabilities	\$ 5.5	\$ 5.6	\$ 7.7
Long-term debt	71.7	75.2	71.9
Other liabilities	13.0	22.1	12.8
Total liabilities	90.2	102.9	92.4
Deferred inflows of resources	13.3	7.3	13.3
Total net position	188.1	176.5	187.8
Total liabilities, deferred inflows, and net position	\$ 291.6	\$ 286.7	\$ 293.5

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

	YTD	Annual Working Budget	
	3/31/2021	Budget \$	% of Budget
Type 1 - General capital	\$ 1,623	\$ 10,092	16.1%
Type 2 - Rehabilitation and expansion	\$ 1,008	18,215	5.5%
Type 3 - Strategic projects	\$ 9	824	1.1%
Total capital	\$ 2,640	\$ 29,131	9.1%

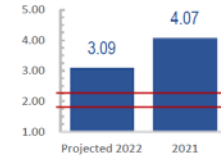
FINANCIAL STRENGTH MEASUREMENTS

Target line

Debt service coverage

Target: 2.0 - 2.50x

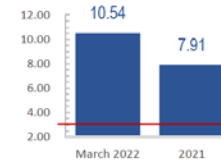
Measures the utility's ability to meet its annual long-term debt obligation.



Current ratio

Target: Minimum of 3.25x

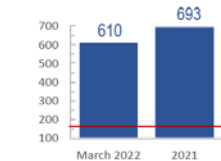
Measures the utility's short-term liquidity (ability to pay bills).



Working capital days cash

Target: Greater than 150 days

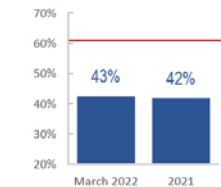
Estimates the number of days the utility can pay its daily O&M before running out of cash.



Age of system

Target: Less than 60 percent

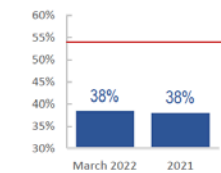
Measures age of system compared to how much has been depreciated.



Debt as a % of NBV

Target: Less than or equal to 60 percent.

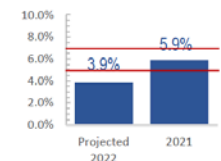
Measures overall leverage of the system by aligning debt service with the useful lives of assets.



Rate of return

Target: 5 - 7%.

Measures the utility's ability to pay current and future infrastructure costs.



ELECTRIC UTILITY EL1 CAPITAL REPORT | Q1 2022

APPENDIX C

	ANNUAL BUDGET		2022 ACTUAL	% OF BUDGET	YEAR-END PROJECTION
	APPROVED	WORKING			
TYPE 1 - GENERAL CAPITAL					
Generation Infrastructure	\$ 2,140,000	\$ 2,140,000	\$ 180,600	8%	\$ 1,495,000
Substation Infrastructure	2,160,000	2,160,000	734,500	34%	2,160,000
Transmission & Distribution Infrastructure	7,276,000	7,276,000	1,328,400	18%	4,634,658
Telecommunications	906,000	906,000	403,700	45%	756,000
Information Technology	1,487,000	1,487,360	585,600	39%	1,217,360
Buildings, Land, & Fleet	1,084,000	1,084,000	580,700	54%	1,041,900
TOTAL TYPE 1 PROJECTS	\$ 15,053,000	\$ 15,053,360	\$ 3,813,500	25%	\$ 11,304,918
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Downtown Network	\$ 1,015,000	\$ 1,015,000	\$ 317,200	31%	\$ 833,000
Buildings & Land	1,400,000	1,400,000	28,100	2%	1,400,000
Electric T&D - Master Plan	3,000,000	3,000,000	247,500	8%	1,737,307
Distribution Resiliency Upgrades	52,000	52,000	22,500	43%	52,000
Infrastructure - Generation	2,000,000	2,000,000	80,100	4%	200,000
Electric Meter Upgrade	3,276,000	3,275,634	11,200	0%	2,065,634
Information Technology	-	-	9,700	0%	285,920
TOTAL TYPE 2 PROJECTS	\$ 10,743,000	\$ 10,742,634	\$ 716,300	7%	\$ 6,573,861.00
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Carmen-Smith Relicensing	\$ 29,220,000	\$ 29,220,000	\$ 1,216,900	4%	\$ 20,000,000
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 55,016,000	\$ 55,015,994	\$ 5,746,700	10%	\$ 37,878,779

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 | Q1 2022

APPENDIX D

	ANNUAL BUDGET		2022 ACTUAL	% OF BUDGET	YEAR-END PROJECTION
	APPROVED	WORKING			
TYPE 1 - GENERAL CAPITAL					
Source - Water Intakes & Filtration Plant	\$ 849,000	\$ 850,003	\$ 88,900	10%	\$ 1,010,000
Distribution & Pipe Services	6,181,000	6,180,002	1,475,700	24%	5,250,000
Distribution Facilities	2,153,000	2,153,000	30,800	1%	1,050,000
Information Technology	257,000	257,440	28,000	11%	150,000
Buildings, Land, & Fleet	1,002,000	652,000	-	0%	500,000
TOTAL TYPE 1 PROJECTS	\$ 10,442,000	\$ 10,092,444	\$ 1,623,400	16%	\$ 7,960,000
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Distribution Facilities	12,875,000	12,875,001	453,400	4%	11,600,000
Distribution & Pipe Services	1,442,000	1,442,000	53,300	4%	1,200,000
Buildings & Land	-	350,000	7,000	2%	350,000
Water Meter Upgrade	3,548,000	3,548,000	491,600	14%	2,500,000
Information Technology	-	-	2,400	0%	10,000
TOTAL TYPE 2 PROJECTS	\$ 17,865,000	\$ 18,215,001	\$ 1,007,700	6%	\$ 15,660,000
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Emergency Water Supply	515,000	515,000	4,600	1%	200,000
Second Source	309,000	309,000	3,900	1%	200,000
TOTAL TYPE 3 PROJECTS	\$ 824,000	\$ 824,000	\$ 8,500	1%	\$ 400,000
TOTAL WATER CAPITAL PROJECTS	\$ 29,131,000	\$ 29,131,445	\$ 2,639,600	9%	\$ 24,020,000

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 | Q1 2022

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 SERVICE)

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.

Downtown Network

Project Initiation:	Sep - 2010	Initial Scope Budget:	\$15,000,000
Initial Planned Completion:	Dec - 2015	Actual Project Costs To-Date:	\$11,454,700
Projected Completion:	Dec - 2031	Total Final Cost Projection:	\$20,000,000

Electric T&D – Strategic Projects

Currin Substation Rebuild Project specifically: Early 2020 the Currin Substation rebuild project was initiated and has progressed to Engineering Contractor began work in Q3 2021 with design estimated to be complete Q2 2022. Engineering is procuring long lead items and working on design temporary system designs to support construction. Construction planned to begin Q4 2022.

Project Initiation:	Jan – 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec – 2022	Actual Project Costs To-Date:	\$743,700
Projected Completion:	Oct – 2023	Total Final Cost Projection:	\$9,500,000

Electric Metering Upgrade

Project Initiation:	Feb – 2018	Initial Scope Budget:	\$13,695,000
Initial Planned Completion:	Dec – 2021	Actual Project Costs To-Date:	\$20,177,600
Projected Completion:	Dec – 2023	Total Final Cost Projection:	\$24,675,300

Leaburg Canal Risk Mitigation

Project Initiation:	Jul – 2021	Initial Scope Budget:	\$21,500,000
Initial Planned Completion:	Dec – 2028	Actual Project Costs To-Date:	\$177,465
Projected Completion:	Dec – 2029	Total Final Cost Projection:	\$21,500,000

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:	\$64,200,000
Projected Completion:	Dec – 2029	Total Final Cost Projection:	\$142,500,000

CAPITAL SPENDING SUMMARY | Q1 2022

APPENDIX E

WATER UTILITY CAPITAL SPENDING SUMMARY AND PROJECT UPDATES

Quarter 1 actual and 2022 projected capital spending are shown below. Through Q1, spending is low primarily due to 2022 contracted work has not started yet. While this will increase through Q2, water is expecting an underage at year end. This is primarily due to the contract timing of the E. 40th Reservoir work, supply chain issues with AMI, and a few delays/changes in direction on Type 1 facility projects.



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

Shared Services project updates are provided within the Electric Utility Capital section above, 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 Ave Project and AMI Water Meter Projects are listed below and included in these categories on the EL-1 report. No other significant Type 2 activity occurred in Q1 2022.



CAPITAL SPENDING SUMMARY | Q1 2022

APPENDIX E

E. 40th Reservoir

Final cost projection includes decision to construct two tanks in current project.

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000
Initial Planned Completion:	Dec – 2021	Actual Project Costs To-Date:	\$3,633,000
Projected Completion:	Dec – 2023	Total Final Cost Projection:	\$28,000,000

AMI Water Meter Upgrade

Project Initiation:	2018	Initial Scope Budget:	\$17,828,000
Initial Planned Completion:	Dec – 2021	Actual Project Costs To-Date:	\$13,308,742
Projected Completion:	Dec – 2023	Total Final Cost Projection:	\$19,934,786

TYPE 3 – STRATEGIC

The Emergency Water Supply Project is listed below and included in this category on the EL-1 report. No other significant Type 3 activity occurred in Q1 2022

Emergency Water Supply

Construction of new emergency distribution sites is anticipated to end in 2023 with an anticipated 7 or 8 sites. On-going agency coordination and water quality in the southern sites will dictate the final number. Efforts will then shift to the operation and maintenance of the established sites.

Project Initiation:	2018	Initial Scope Budget:	\$4,000,000
Initial Planned Completion:	2028	Actual Project Costs To-Date:	\$1,817,000
Projected Completion:	2023	Total Final Cost Projection:	\$2,500,000



CONTRACTS REPORT | Q1 2022

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
02/25/22	Optimatics	Chicago, IL	City View, Hawkins View, Summit Terrace 1150 Service Optimization Study	05/01/22	\$57,000	Personal Services Contract (PSC)	Karen Kelley
03/15/22	The Dyer Partnership Engineers and Planners, Inc.	Coos Bay, OR	Shasta 975 0.5-MG Reservoir - Engineering Design Services	12/30/22	\$90,000	Qualification Based Selection (Q)	Karen Kelley
03/01/22	GSI WATER SOLUTIONS INC	Portland, OR	Churchill High School Emergency Supply Well	10/31/22	\$46,633	Qualification Based Selection (Q)	Karen Kelley
02/11/22	Historical Research Associates	Missoul, MT	Cultural Research Studies	12/31/24	\$125,000	Personal Services Contract (PSC)	Karen Kelley
02/16/22	FS.com Inc	New Castle, DE	Datacenter Interconnect Optics (ROC to HB) - HB Data Center Buildout 2022 Project	02/23/22	\$49,990	Goods	Travis Knabe
03/02/22	USGS	Portland, OR	USGS # 22YFJFA00000014	09/30/22	\$73,190	Intergovernmental Agreement (IGA)	Karen Kelley
02/03/22	Lane County	Eugene, OR	Sharing of Parks Cleanup	12/31/22	\$80,000	Intergovernmental Agreement (IGA)	Karen Kelley

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

COMMUNITY INVESTMENT | Q1 2022

APPENDIX G



Community Investment Program guidelines are in place to ensure consistency and transparency for how we invest our customers' dollars for the betterment and well-being of the community we serve.

- Community safety net - Helping people regain stability during times of hardship
- Emergency preparedness - Encouraging personal preparedness and supporting a disaster-resilient community
- Water - Highlighting the importance of drinking water systems, promoting water quality and reliability, and encouraging stewardship of water resources for future generations
- Energy - Promoting energy efficiency and renewable energy projects
- Education - Inspiring and preparing students to succeed in careers of the future.

\$4,808,974*
invested year to date

**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 discretionary community investment criteria and the Strategic Plan are vetted through the General Manager's office for consideration. As a customer-owned utility our community giving dollars 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.



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.



COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID



EVERYONE VILLAGE

Emergency Water Bottles for Residents

02/23/22 - *\$400 value approximate. EWEB provided 35 emergency water bottles for each of the 35 residents at a new non-congregate homeless shelter in West Eugene. <https://everyonevillage.org/>

\$400



JAN-JUNE 2022 EDUCATION GRANTS

- Eugene 4J School District
- Bethel School District
- McKenzie School District
- Springfield School District

\$130,000
 \$40,500
 \$11,000
 \$24,500



PACIFIC GAS & ELECTRIC

Mutual Aid

01/01/22-01/05/22 - Two 4-person line crews spent the New Year holiday weekend through Jan. 5 restoring power to thousands of Pacific Gas & Electric customers in northeast California after winter storms dumped more than 10 feet of snow in the Lake Tahoe area starting before Christmas.

\$41,541

TOTAL = \$247,941









COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

ENERGY EFFICIENCY INCENTIVES

	EWEB ENERGY EFFICIENCY PROGRAMS Incentives – Residential 310 residential projects.	\$275,981
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Non-residential 27 commercial projects.	\$98,367
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Efficient Growth 32 residential heating conversions.	\$51,083
	EWEB ENERGY EFFICIENCY PROGRAMS Transportation Electrification 48 residential and 1 commercial EV chargers.	\$25,483
	EWEB GREENPOWER PROGRAM Solar Electric Incentives 35 residential projects.	\$23,350
	EWEB WATER CONSERVATION PROGRAMS Hand Valve and Toilet Rebates, Septic Maintenance Incentives 26 efficient toilets, 26 hand valves and 9 septic pumping rebates.	\$5,800




TOTAL = \$480,064



COMMUNITY INVESTMENT | Q1 2022



APPENDIX G

LIMITED INCOME ASSISTANCE

	EWEB CUSTOMER CARE PROGRAM Limited Income Energy Assistance 1,909 customers served through ECC program (\$534,520) and 240 through Energy Share (\$40,050).	\$574,570
	EWEB LIMITED INCOME ASSISTANCE Electric Line Repair Grants (Income eligible) 2 projects.	\$6,753
	EWEB WATER CONSERVATION PROGRAMS Water Line Repair Grants (Income eligible) 5 projects.	\$11,913

TOTAL = \$593,236

HOLIDAY FARM FIRE INCENTIVES AND GRANTS

	WATER SOURCE PROTECTION Infrastructure/Homesite Relocation 6 residential grants to relocate homesite &/or septic away from riparian area.	\$19,149
	REDUCE FIRE RISK / IMPROVE RELIABILITY Relocate Overhead Electric Service to Underground 2 residential grants to assist with undergrounding electric service.	\$14,810





TOTAL = \$33,959



COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

ENERGY AND WATER LOANS

	EWEB ENERGY EFFICIENCY PROGRAMS Loans – Residential 80 residential energy efficiency loans.	\$403,634
	EWEB WATER CONSERVATION PROGRAMS Water Line Repair & Septic Repair/Replacement Loans 9 water line repair projects.	\$34,322
	EWEB RESILIENCY PROGRAM Generator Loan Program 2 residential generator loans.	\$6,000
	EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM Electric Service Line Upgrade Loan Program 2 residential electric service upgrade loan.	\$5,295

TOTAL = \$449,251



SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

EVERYONE VILLAGE Everyone Village is a new not-for-profit shelter for people exiting homelessness in West Eugene. Their work enhances the community's vitality by getting people off the streets and back into flourishing roles in the community. The discount of the contribution-in-aid of \$5k allows them to purchase an additional dwelling with electricity to expand the long-term sheltering capacity. Everyone Village currently shelters nearly 50 people.	\$5,000
CITY OF EUGENE 410 Garfield Street The City of Eugene opened the safe sleep site located at 410 Garfield Street on Feb. 22. The site is operated by St. Vincent de Paul and provides residents with a tent, sleeping bag, chair, table, and heater, plus bathrooms and one hot meal a day.	\$5,000

TOTAL = \$10,000



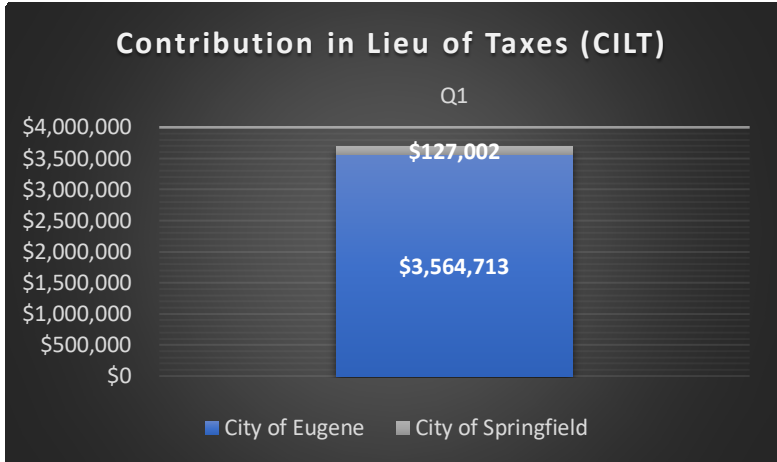
COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

CONTRIBUTIONS IN LIEU OF TAXES (CILT)



City of Eugene	\$3,564,713
City of Springfield	\$127,002



TOTAL = \$3,691,715



EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

FRIENDS OF TREES

Tree-planting at Mangan Park & Surrounding Neighborhoods

03/26/22 - Dozens of volunteers, including 2 EWEB staff, gathered on March 26 to put the Greenpower grant awarded to Friends of Trees in 2021 to use and help green up Eugene's streets. FOT and volunteers planted cherry and magnolia trees in NW Eugene neighborhoods that have historically lacked canopy cover. These trees will help to reduce the urban heat island effect, remove air pollution, and provide shade to keep houses cooler - reducing energy costs in the summer.

SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION

Pledge to Prepare Presentation

03/08/22 – Staff presentation to neighborhood association.



COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

CHURCHILL NEIGHBORHOOD ASSOCIATION

Pledge to Prepare Presentation

02/17/22 – Staff presentation to neighborhood association.

LAUREL HILL NEIGHBORHOOD ASSOCIATION

Pledge to Prepare Presentation

02/16/22 – Staff presentation to neighborhood association.

MCKENZIE FIRE & RESCUE

Emergency Response Planning Presentation

01/26/22 - Presentation to Emergency Responders regarding Electric and Dam Safety topics.

WHITEAKER COMMUNITY NEIGHBORHOOD ASSOCIATION

Pledge to Prepare Presentation

01/12/22 – Staff presentation to neighborhood association.

EWEB Ambassadors provided approximately 13 hours of services to the Community this quarter



VOLUNTEER EFFORTS AND EVENTS (UNPAID)

No volunteer efforts or events this quarter



UPCOMING AND/OR COMMITTED EFFORTS AND INVESTMENTS

EWEB EV CHALLENGE

Formerly “Solar Challenge”

June - TBA

EV GUEST DRIVE

05/21/22 and 08/20/22



COMMUNITY INVESTMENT | Q1 2022

APPENDIX G

EUGENE SCIENCE CENTER

[Electric Vehicle and Sustainability Show](#)

05/07/22 - EWEB will provide a speaker to present on our EV programs and staff an information table from 10-4 pm at the Eugene Science Center.

ST. VINCENT DE PAUL'S IRIS PLACE

[EV Car Sharing Grand Opening Event](#)

05/06/22 - EWEB's partnership with Forth Mobility will bring three electric car sharing stations to Eugene, including a dedicated station for residents of St. Vincent de Paul's Iris Place.

UNITED WAY OF LANE COUNTY, EARTHSHARE, EWEB'S ENERGY SHARE

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

05/02/22-05/13/22 - EWEB's annual Employee Giving campaign will run May 2-13. This program offers employees the opportunity to donate money to United Way of Lane County, EarthShare and their associated federation charities, EWEB's Energy Share program and other employee-selected charities via payroll deduction, credit card or check.

350 EUGENE

["Plug Into the Future" Town Hall](#)

04/24/22 - EWEB will provide a speaker to present on our EV programs and staff an information table from 2-4 pm. The event takes place at the Campbell Community Center.



ELECTRIC DIVISION | Q1 2022

APPENDIX H

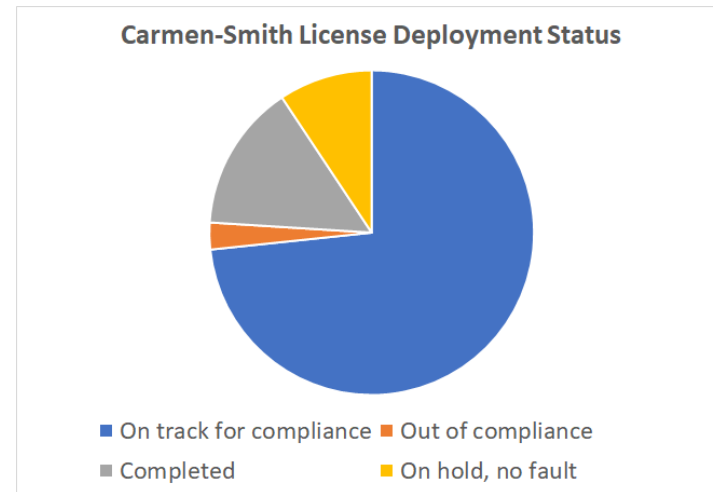
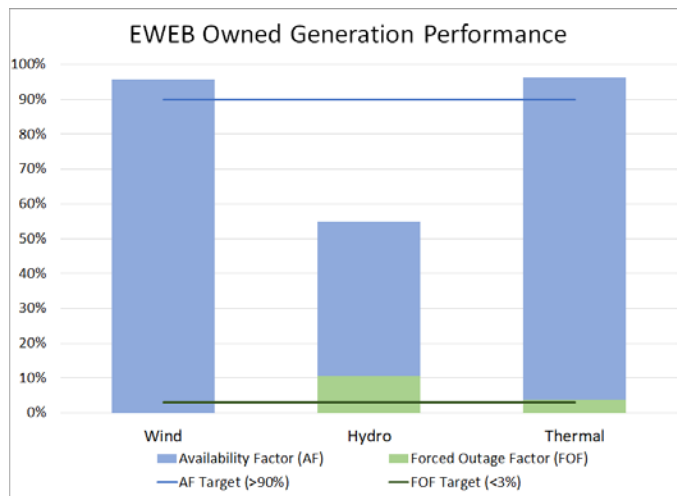
ELECTRIC DIVISION DETAILS

Electric Safety & Reliability from Source to Switch!

The Electric 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 and 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

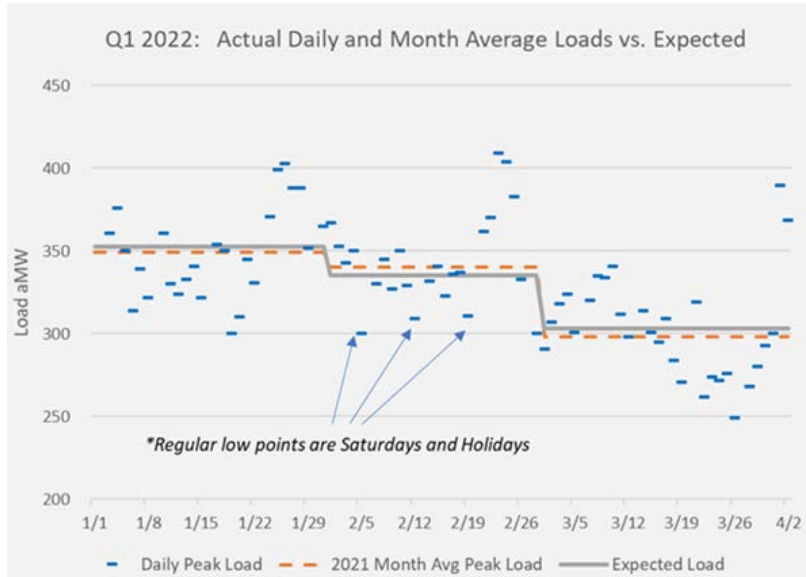
EWEB generates around 20 percent of the community's power using EWEB-owned or co-owned resources. The power generation process includes redundancy to protect from process failures and is closely monitored and constantly adjusted to meet regulatory requirements, including Dam Safety. The remaining 80 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.



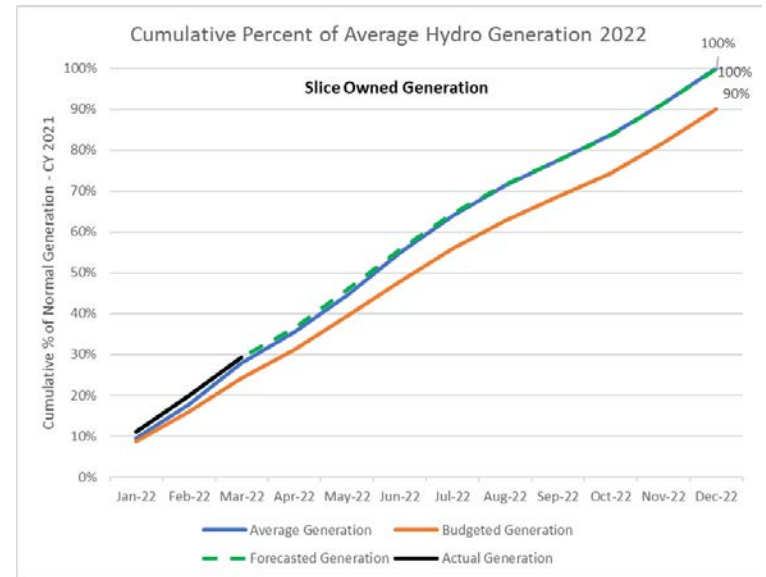
ELECTRIC DIVISION | Q1 2022

APPENDIX H

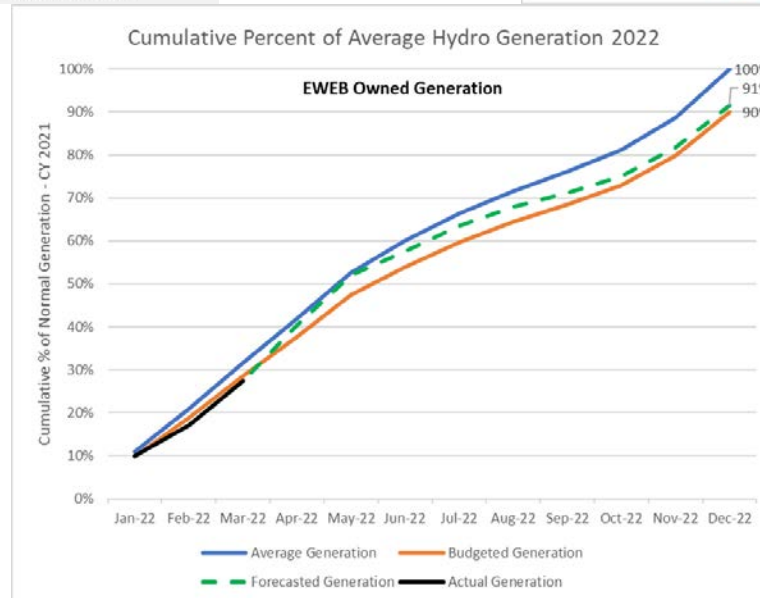
Graph 1: January – March 2022 Actual Load vs. Expected



Graph 2: Hydro Generation – Columbia River



Graph 3: Hydro Generation – McKenzie River



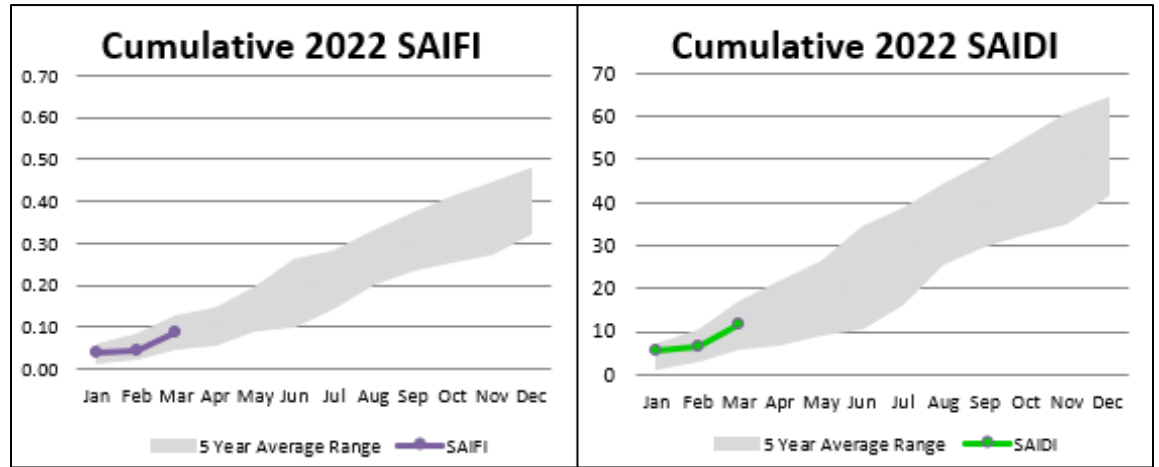


ELECTRIC DIVISION | Q1 2022

APPENDIX H

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.

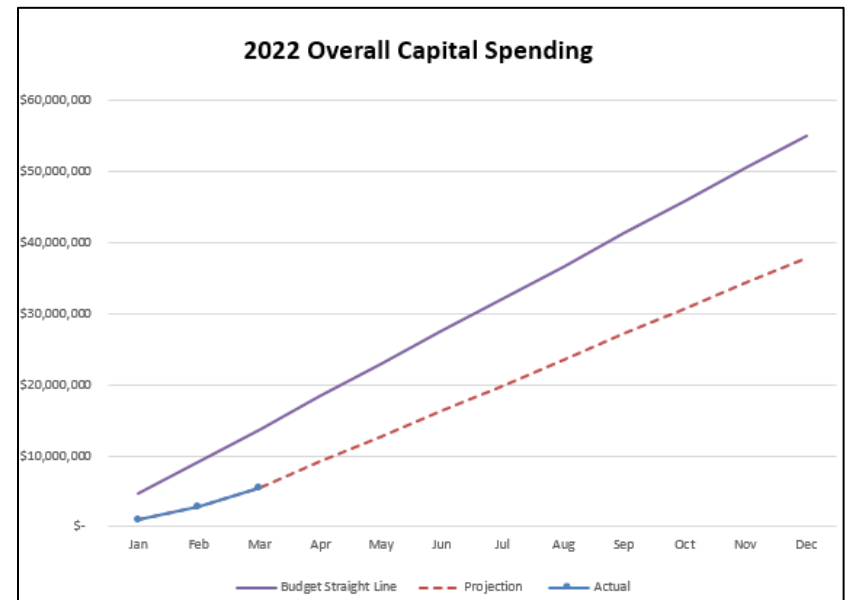


Monitoring & Compliance

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.





ELECTRIC DIVISION | Q1 2022

APPENDIX H

Support Services

To ensure the smooth delivery of safe and reliable electricity to our customers, the help of several supporting departments is needed.

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.

Dept	Category	Metric	Q1 Final	Explanation for Not Meeting Target
Substation	Customer Response Time:	Complete 39 NERC battery testing in Q1	●	
	Work Queue:	Complete 12 Power Transformers Maintenance	●	Process Limitations or Issues
	Turn Around:	Complete all ECR's in 30 days	●	Process Limitations or Issues
Relay	Customer Response Time:	Test 86 NERC Devices annually	●	Competing Emergent Work
	Work Queue:	Test 331 non-NERC Devices annually	●	Competing Emergent Work
	Turn Around:	Complete All ECR's in 30 days - (internal customer)	●	Process Limitations or Issues
Transformer	Customer Response Time:	Stage crew material within 24 hours of request	●	
	Work Queue:	Prepare all Scrap Material Quarterly	●	
	Turn Around:	Complete Live line tool testing within 3 days	●	
Line	Customer Responses Time:	Customer driven project "wait time" less than 3 weeks	●	
	Customer Response Time:	Line crew emergent call out less than 30 minutes	●	
	Work Queue:	Backlog of "form 3" work less than 8 jobs	●	
	Work Queue:	Preventative Maintenance for Network completion	●	Process Limitations or Issues



ELECTRIC DIVISION | Q1 2022

APPENDIX H

	Work Queue:	Preventative Maintenance for Switch inspections	●	Competing Emergent Work
	Safety:	Reduce lost time days below 3-year average for section 321	●	
	Safety:	Complete & turn in 11 tailboards per crew each month	●	
Meter	Work Queue:	40 Site Visits & PUC audits	●	
	Work Queue:	100% Meter Testing (3Ph)	●	
	Work Queue:	100% Meter Testing Refurbished	●	
	Work Queue:	100% Tamper Checks	●	
	Work Queue:	10 CT Sites per month	●	Staffing Limitations
	Work Queue:	100% Investigating zero consumption	●	
Vegetation Management	Customer Response Time:	Back log for plan less than 8 weeks	●	
	Work Queue:	Vegetation plan greater than 23 miles per month	●	Staffing Limitations
	Turn Around:	Customer Tags response less than 48 hours	●	
Landscape	Customer Response Time:	Incoming Jobs - 15-20 per quadrant within 5 days	●	
	Work Queue:	Cycles of Daily work finish all stops in quadrant each month	●	
	Turn Around:	Customer Jobs within 3 days	●	
Dispatch	Customer Response Time:	Processing switching orders less than 3 days	●	
	Work Queue:	Posting 100% of completed switching orders to Outlook calendar	●	
	Turn Around:	Time between receiving a Hold Order and processing Hold less than 15 minutes	●	
Coordinators	Customer Response Time:	Service Request pending approval to active within 10 minutes	●	



ELECTRIC DIVISION | Q1 2022

APPENDIX H

	Turn Around:	Taking action on Service Requests from other depts less than 2 days	●	
Troubleshooters	Customer Response Time:	First Responder Emergent Call out response within 10 minutes	●	
	Turn Around:	100% completion of items scheduled	●	
Service Crew	Customer Response Time:	After hours response completed within the same day	●	
	Turn Around:	100% completion of items scheduled	●	
Systems Engineering	Customer Response Time:	System Event Response by next business day	●	Staffing Limitations
	Work Queue:	No Engineering Change Requests greater than 1 year	●	Staffing Limitations
	Turn Around:	System Event Root Cause Analysis less than 30 days	●	Staffing Limitations
Distribution Engineering	Customer Response Time:	90% of Customer Inquiries response within 24 business hours	●	Staffing Limitations
	Work Queue:	Customer (Internal/External) Design Requests assigned within 3 weeks	●	
	Turn Around:	90% of High-Level Estimates provided within 3 business days	●	Staffing Limitations
NERC Compliance	Customer Response Time:	Completed Compliance Deadlines	●	
	Work Queue:	Complete 2 Compliant department Spot Checks monthly	●	Competing Emergent Work
	Turn Around:	Train 50 employees per year	●	Competing Emergent Work

WATER DIVISION | Q1 2022

APPENDIX I

WATER DIVISION DETAILS

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.

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.

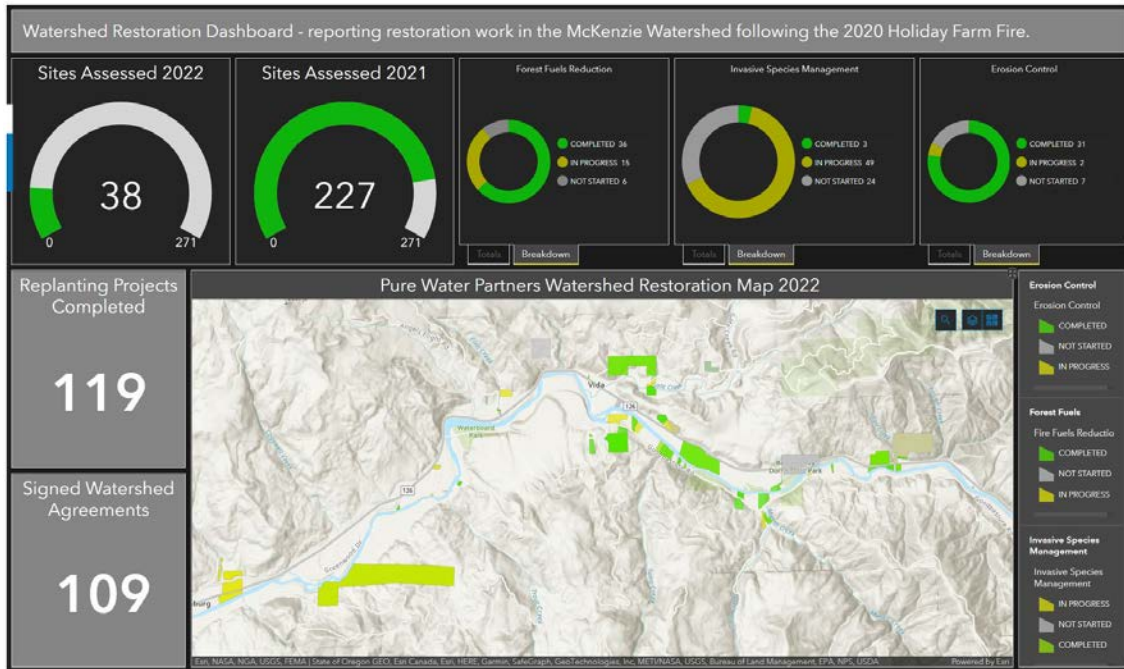
Source

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.



WATER DIVISION | Q1 2022

APPENDIX I

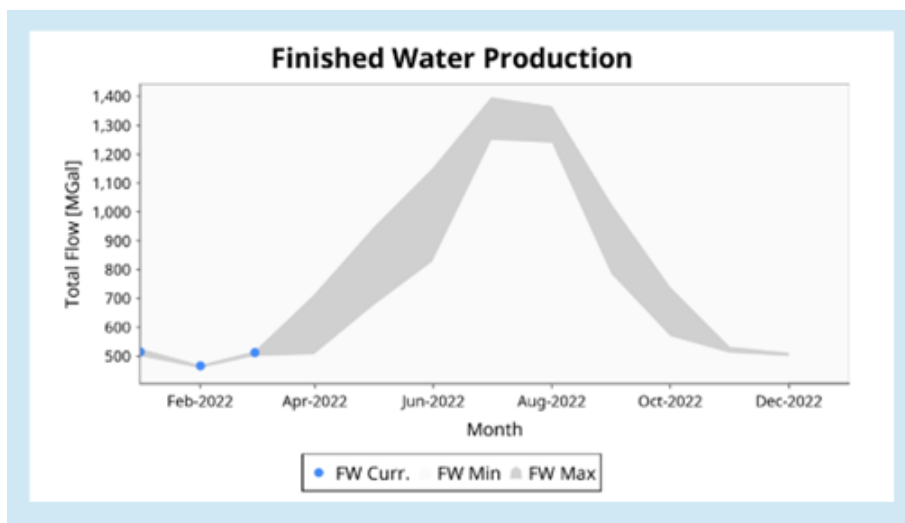


Production

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.

Production & Performance

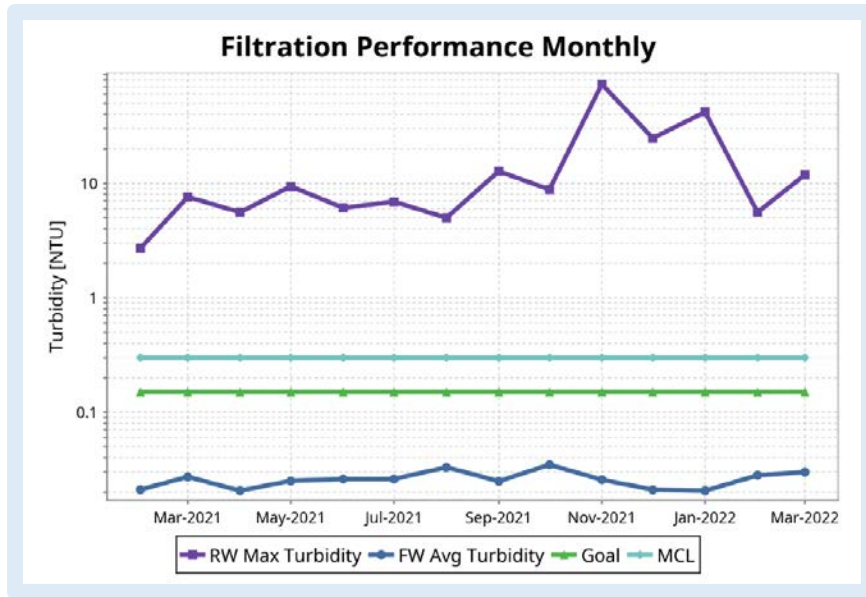
Production levels for the first quarter were normal.



Turbidity is a measurement of the clarity of water, which is an important indicator of filter performance that tells us if we are effectively removing microorganisms in the water. The Maximum Contaminant Level (MCL) for turbidity in drinking water is 0.3 NTU in 95% of the samples. The national performance optimization goal for turbidity in drinking water is 0.15 NTU in 95% of the samples. Filtration performance continues to show our filtration process is optimized.

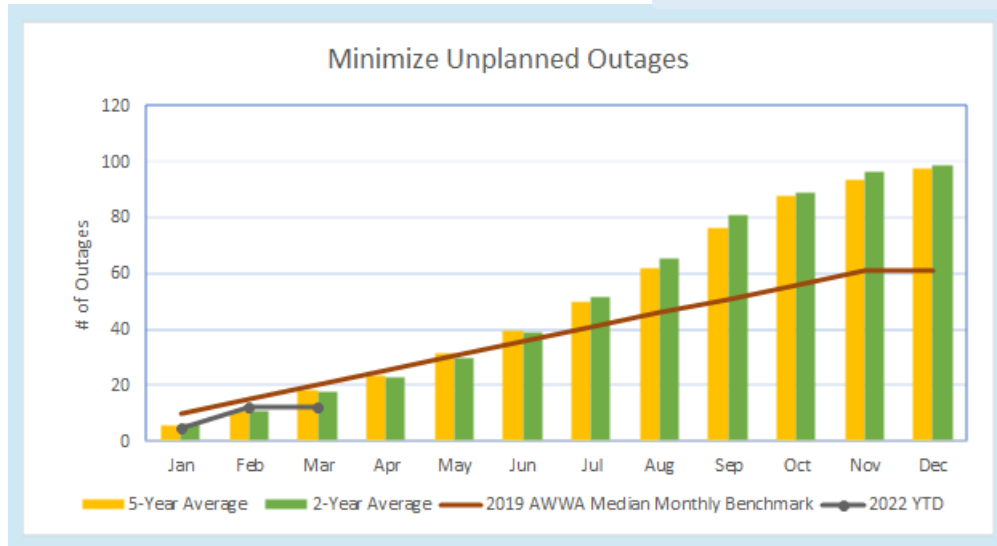
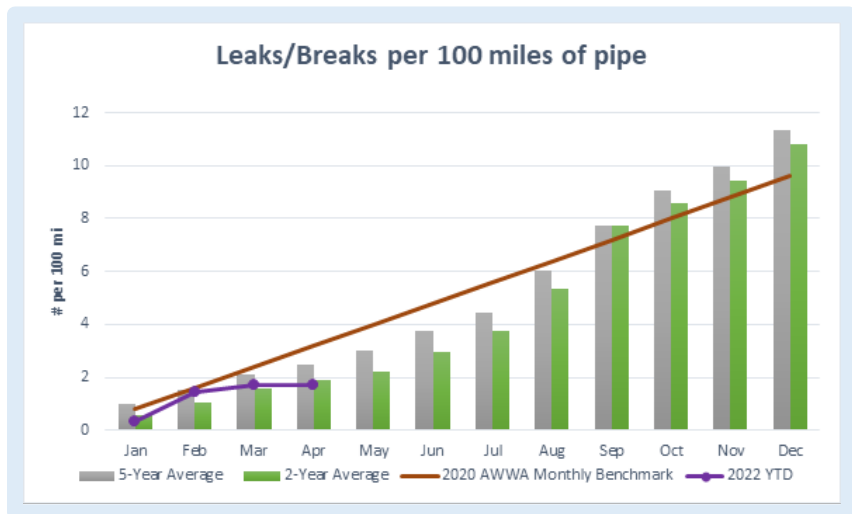
WATER DIVISION | Q1 2022

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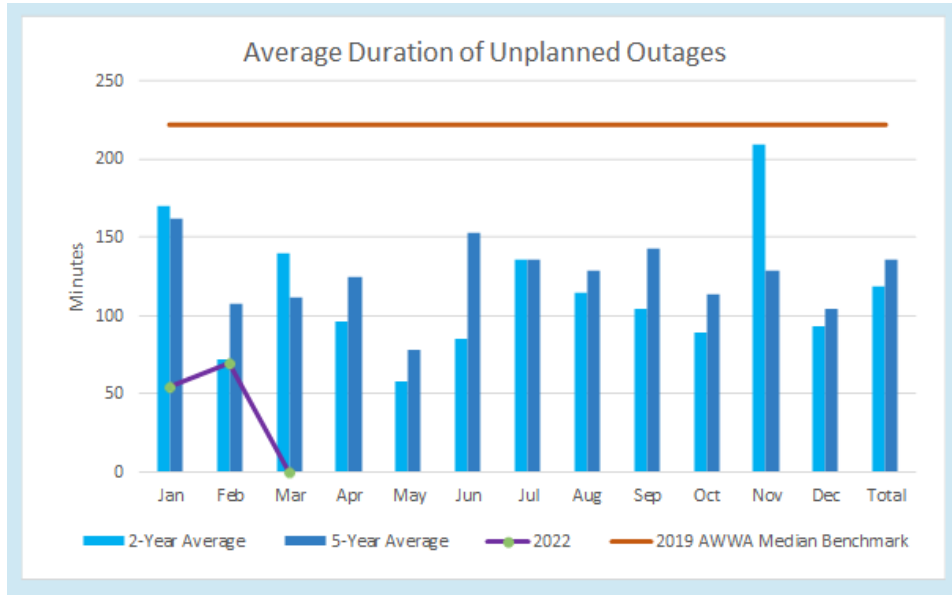
Transmission & Distribution

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.



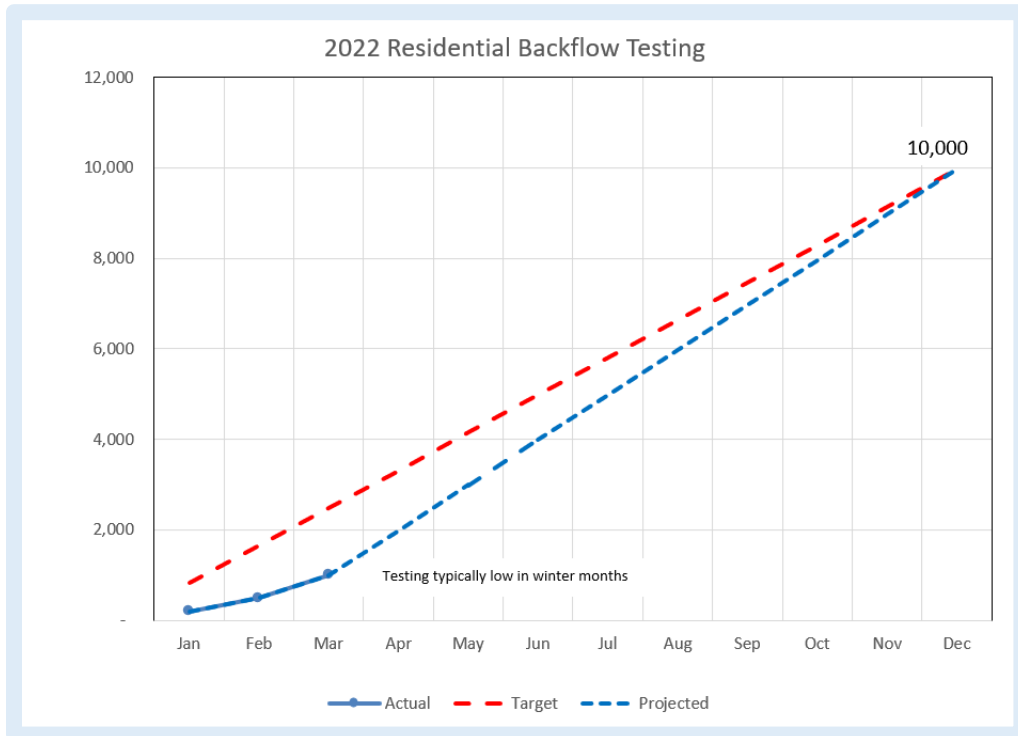
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Monitoring & Compliance

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.



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APPENDIX I

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 (see Appendix E).

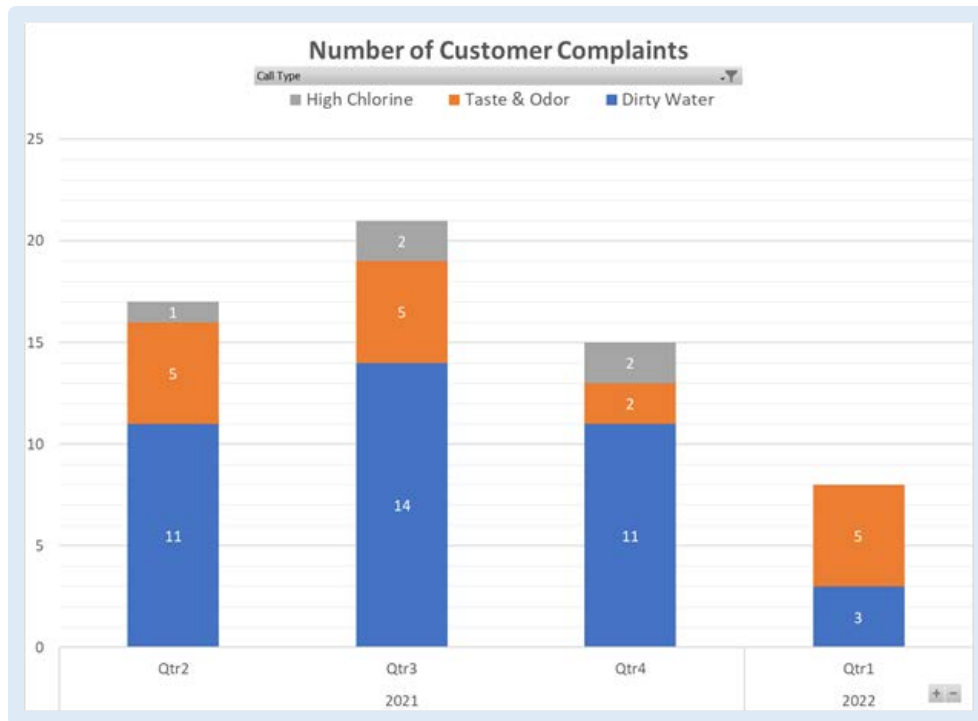
Metric	2023 Goal	YTD Status	On Target
McKenzie Watershed Spill Drill	Annual	Scheduled -Q4	Yes
Emergency Well Drill (1 sites)	Annual	To be Scheduled	No
Exercise Emergency Intertie (EWEB, SUB, Rainbow)	Annual	Scheduled – Q3	Yes
Emergency Water Treatment Trailer Exercise	Annual (min)	Scheduled – Q2	Yes
Emergency Water Distribution Trailer Exercise	Annual	Scheduled – Q2	Yes
Emergency Response Plan Testing & Exercise	Annual	Scheduled – Q3	Yes

Support Services

To ensure the smooth delivery of high quality, reliable water service to our customers, the help of several supporting departments is needed.

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 | Q1 2022

APPENDIX J

Q1 WORKFORCE COMPOSITION

The following charts are demographic snapshots of EWEB's workforce composition as compared to that of the State of Oregon and Lane County, as reported by the US Census Bureau in Q2 of 2021, the most recent quarter for which they have data.

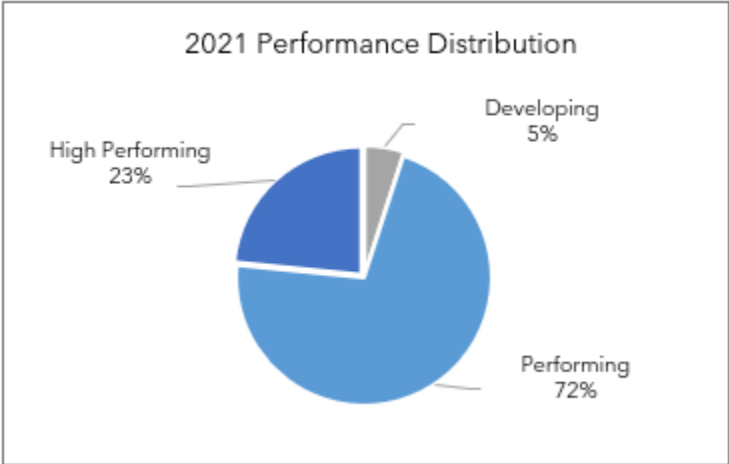




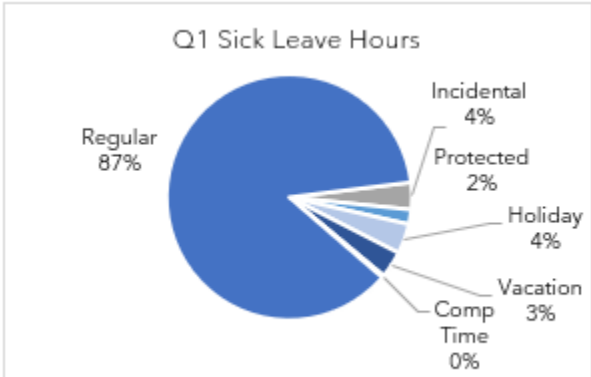
WORK FORCE COMPOSITION | Q1 2022

APPENDIX J

Workforce Management – Performance Distribution



Benefits Program Management – Leave Utilization



Spike due to increase in COVID

WORK FORCE COMPOSITION | Q1 2022

APPENDIX J

Continuous Improvement & Change Management

ACTIVE PROJECTS	DIVISION	SERVICE TYPE	SERVICE LEVEL
Substation Emergent	Electric	Problem Solving	LOS 3
Electric VS	Electric	Process Improvement	LOS 3
Safety Dashboard	WFS	Standard Work	LOS 3
Benefits Metrics	WFS	Process Improvement	LOS 3
Open Enrollment	WFS	Process Improvement	LOS 1
Dynamic Work Force	WFS	Change Management	LOS 3
EES	Utility Wide	Process Improvement	LOS 2
Energy Division	Energy	Standard Work	LOS 2
AMI Resolution Phase	Utility Wide	Change Management	LOS 3
AMI	Utility Wide	Standard Work	LOS 3
Access Issues	Electric	Standard Work	LOS 3
Move In_Move Out	Electric	Problem Solving	LOS 3
Estimations	Finance	Problem Solving	LOS 3
Smart Meter Request Process	GM	Standard Work	LOS 3
Capitol WO Close	Electric	Process Improvement	LOS 1

LOS I (1-9 hrs) – Basic Consultative Support

LOS II (10-9 hrs) – Intermediate consultative and advances skill support

LOS III (>99 hrs) – Comprehensive consultative and advanced skill support as a member of the project team

Recruiting – Applicant Diversity

Diversity Applicants by Step						
	Total Applications	Did not qualify	Met Minimums	Phone Interview	Final Interview	Offer/Hire
2022-Q1 Applications	360	93	176	7	69	15
% Female	31.39%	33.33%	28.98%	85.71%	26.09%	46.67%
% Veteran	5.28%	3.23%	6.25%	0.00%	7.25%	0.00%
% Minority	17.50%	10.75%	18.18%	0.00%	23.19%	33.33%
2021-Q4 Applications	389	59	203	39	66	22
% Female	38.30%	35.59%	39.90%	41.03%	33.33%	40.91%
% Veteran	9.51%	11.86%	8.37%	17.95%	7.58%	4.55%
% Minority	23.14%	35.59%	21.67%	23.08%	18.18%	18.18%

*Gender identity is selected by candidate. Reporting numbers are based on which gender the candidate identifies