



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD

Rely on us.

TO: Commissioners Brown, Carlson, Barofsky, McRae and Schlossberg
FROM: Frank Lawson, General Manager; Anne Kah, Administrative Services Manager
DATE: July 27, 2022 (August 2, 2022, Regular Board Meeting)
SUBJECT: Potential Update to Board Policy SD3 Customer Service
OBJECTIVE: Direction

Issue

During the Board's annual business meeting in January, SD3 Customer Service Policy was selected for further review and refinement.

Background

Board Policy SD3 Customer Service Policy provides overarching governance for EWEB's full body of customer policies regarding the provision of service to customers which are available at eweb.org/about-us/policies-and-procedures. Board Policy SD3 was last revised on June 5, 2018.

Discussion

A Board discussion is scheduled for the September 6, 2022, meeting where Management will seek Commissioners' input on potential policy amendments. Please consider opportunities to update or clarify Board Policy SD3 to better reflect the Board's desired direction.

Management suggests that Commissioners also review "Our Promise to Customers" which is contained on the first page of the full body of the Customer Service Policy (linked above and excerpt attached herein). The Customer Service Policy addresses conditions of service and account requirements; billing information; utility service availability; metering; EWEB property and facilities; resale of utility services; stranded investment policy; price schedule adjustments and revisions of policies; and the appendices are comprised of charges and prices for EWEB's products and services. Should the Board wish to add any of these sections to the September agenda, staff will prepare accordingly.

Management will use any Commissioner feedback received prior to the next board meeting to provide proposed edits or additional information for further discussion next month.

Recommendation/Board Action

No action is requested at this time.

Attachments:

Board Policy SD3 Customer Service Policy – current version

Customer Service Policy excerpt, "Our Promise to Customers" – current version



Strategic Direction Policies (SD Policies)

SD3 Customer Service Policy
Effective Date June 5, 2018

The full body of policy and procedure regarding provision of service to customers is contained in EWEB's Customer Service Policy. The Board periodically reviews this document, (available at www.eweb.org), and approves all substantive changes. The following information is provided in summary.

It shall be the policy of EWEB that the utility needs of the consumer will be reliably met in accordance with sound business principles; that rates will be uniform to all consumers within various service classifications; and that pricing for utility services and products will be cost based, in accordance with all applicable federal, state and local laws and regulations.

Further, it shall be the policy of EWEB to consider the aesthetic and environmental effects of its activities in conjunction with full utilization of its resources while providing utility services to its customers.

Policies are founded on standards of safety, economy and efficiency. Some are a requirement for service, others are optional, and others are recommended.

It is the intent of EWEB that the Customer Service Policy will provide instructional information to the customer and EWEB staff for the purpose of achieving the common goal of efficient and safe utility service.

Source: Customer Service Policy, available at www.eweb.org, Board Approved 05/17/05; Revised 01/06/15, Resolution No. 1503; Revised 06/05/18, Resolution No. 1816.



PREFACE

Thank you for doing business with Eugene Water & Electric Board (EWEB). As a provider of public electric and water services, we seek to provide the best products and services at prices that are reasonable and fair. In doing so, we commit to serving you in the best manner possible. *Our Promise to Customers* and *Customer Service Policy* set clear expectations for our Customers when conducting business with EWEB.

This *Customer Service Policy* serves to help Customers understand EWEB's business practices regarding Utility Services. The Policy also provides guidance to EWEB staff in the achievement of sound, impartial and consistent business practices in the efficient and safe provision of Utility Service. The Policy applies to all Applicants, Account-Holders, and Authorized Agents (collectively referred to as "Customers" in this Policy) who benefit from Utility Service(s) in accordance with EWEB's responsibility and authority set forth in the Eugene City Charter and Oregon State law.

Our Promise to Customers

The right to **SAFETY, PRIVACY and DATA SECURITY**

- EWEB will perform its activities in a manner that prioritizes Customer safety and demonstrates sensitivity and responsiveness to environmental concerns.
- EWEB will minimize environmental impacts of its infrastructure and operations to what is necessary for effective and efficient operations.
- EWEB rigorously protects Customer privacy.
- EWEB does not sell or provide Customer information to third parties except in accordance with Section 1.4.

The right to **RESPONSIVE** service and **FAIR** treatment

- All EWEB Customers will be treated promptly and respectfully without regard to age, gender, sexual orientation, race, ethnicity, disability, language proficiency, or social or economic status.
- If at any time Customers have concerns regarding the services provided by EWEB, they should make them known to our staff.
- We commit to addressing grievances in a timely manner including access to Management, the Board and/or a formal appeals process.



The right to **EASE of BUSINESS TRANSACTIONS**

- Customers can receive information by calling or emailing our Customer Service team, by visiting our website, by coming to our Customer Service location(s) or via a more formal public records request.
- If we are unable to assist the Customer on the first contact, we commit to following up in an agreed upon time frame.

The right to be **INFORMED**

- Customers will have convenient access to information related to their account, including bills, payment options and due dates.
- Customers have the right to have Customer Service Representatives explain any aspect of their bill.
- EWEB is committed to providing account and product information through a variety of channels so that Customers can make the right choices for themselves.