



STRATEGIC & OPERATIONAL QUARTERLY REPORT | Q2 2022

August 2, 2022

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EXECUTIVE SUMMARY

The second quarter report provides an opportunity to assess the organization's progress at the halfway point of the year, and highlight significant events, issues, and opportunities that have emerged.

Since the lifting of COVID restrictions and the implementation of the Dynamic Workforce Model (including facility-based, hybrid, and telecommuting work environments), Safety efforts have focused on facilitating in-person and virtual trainings to meet the various needs of the Utility. EWEB received a 1st place safety performance award from American Water Works Association (AWWA) and a 2nd place safety performance award from Northwest Public Power Association (NWPPA).

From an unaudited fiscal perspective, the electric utility finished the quarter with a \$14.1 million increase in net position, compared to a budgeted forecast of \$0.7 million decrease, primarily driven by \$14.4 million higher than expected operating revenue of \$146.9 million driven by high water availability for wholesale. The water utility finished the quarter with an \$825 thousand increase in net position, compared to a budgeted forecast of \$1,378 thousand, with a Q2 net position of \$188.6 million. Both retail electricity and water consumption are close to the seasonally adjusted forecasts for the first half of 2022. Operationally, much improvement was made in the first half of 2022 on proactive maintenance on both water and electric delivery infrastructure. Electric reliability metrics are slightly worse than the five-year expected performance window because of a significant outage at the Santa Clara Substation and multiple underground cable/conductor failures.

EWEB's 2022 Organizational Goals are progressing well with 11 of the 14 goals/sub-goals on track. While progress has been made on all, three of the sub-goals have had some delays including slow progress on preparation for collective bargaining with the IBEW, progress on policy development related to the principles of diversity, equity, and inclusion, and progress on the permitting and planning work for the Willamette Treatment Plant.

The Board of Commissioners continued to provide guidance on decisions that will provide future direction of the Leaburg Generation Project, including a public meeting at the Leaburg Community Center in April. Additionally, Commissioners approved the utility's first Wildfire Mitigation Plan, designed to protect public safety, reduce risk, and strengthen wildfire resiliency.

As we progress through the year, we will provide additional updates on operational performance and organizational goal progress. Thank you for your interest in EWEB.

Frank Lawson
CEO & General Manager

GENERAL MANAGER'S OFFICE

BOARD ACTIVITY REPORT

During the months of April, May, June, and July the Board of Commissioners took significant actions and held meaningful discussions including, but not limited to, the following:

- Internal Auditor, Moss Adams, presented the Board with results of EWEB's prior year-end audited financial statements and management letter.
- Following several discussions around the goals and priorities for selling EWEB's riverfront property, Commissioners approved the RFP process and associated documents.
- The Board continued the Integrated Resource Planning process with discussions around EWEB's electricity consumption profile and forecasting; EWEB water supply forecasting for electric generation resources; and the annual review of EWEB's existing Integrated Resource Plan.
- Commissioners conducted the General Manager's annual performance evaluation for year 2021.
- The Leaburg project and the upriver community were a focal point of the second quarter with correspondence on the analysis of EWEB's long-term options and near-term risk mitigation for the canal project; Board-approval of two property acquisitions in anticipation of future construction work; a special Upriver Meeting and Listening Session – including a follow up discussion by the Board; and a special Work Session to discuss updates on the Leaburg canal preliminary triple bottom line and strategic assessment. Additionally, Commissioners and staff participated in a number of informal listening and Q&A sessions with community members at Leaburg Lake's Lloyd Knox Park.
- Commissioners conducted their annual review of the strategic plan and provided guidance for the next revision.
- The Board approved a new policy to replace the former Board Policy EL4, Compensation and Benefits.
- Board Parliamentary Procedures (GP7) was amended, completing the first of three board policy updates identified by Commissioners for 2022.
- Commissioners initiated the 2023 capital investment and long-term financial planning process by reviewing key assumptions, priorities, risk mitigations, current project updates, and rate design fundamentals. The Board then provided guidance which will be used to develop proposed budgets and customer pricing that will be presented for further Board-direction in the Fall.
- The Board approved a resolution directing management on the allocation of reserve funds and transfers that best meet the Utility's strategic plans, financial policies, and current conditions.
- Commissioners received background information and discussed the upcoming negotiation of the collective bargaining agreement.
- A work session was conducted, culminating in Commissioners approval of the Utility's first Wildfire Mitigation Plan; the plan is designed to protect public safety, reduce risk, and strengthen wildfire resiliency.
- The Board also reviewed substantive updates and reports on the following subjects: Power Trading Compliance Annual Report; Power Market, Budget Hedging, and Generation Updates; 2022 State Legislative Session Summary; Northwest Natural Hydrogen Project Stakeholder Process; 2022 Wildfire Season Preparedness; Oregon Renewable Portfolio Standard 2021 Compliance Report; McKenzie Watershed Recovery and Restoration Update; Annual Enterprise Risk Management Update; EWEB's Role in the Climate Action Plan (CAP) 2.0; Lead & Copper Rule Revisions, and background information around the development of a future DEI Board Policy.

MANAGEMENT HIGHLIGHTS

- Management provided the City of Eugene with information pertaining to the impacts of electrification. This FAQ was offered in response to their inquiry and in support of City Leadership's evaluation of potential policy.
- Staff provided the Board an initial assessment of EWEB's role and effectiveness in Eugene's Climate Action Plan, CAP2.0. Using this evaluation and framework, staff will develop metrics for CAP2.0 action items that EWEB has already commenced and convey future updates to the Board and the community via the Strategic & Operational Quarterly Report. Additionally, staff will communicate results periodically for initiatives EWEB has embarked upon that are outside the scope of the Climate Action Plan.

COMMUNITY INVESTMENT

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

APPENDICES

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

REQUIRED REPORTING PER BOARD POLICY

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

ADDITIONAL APPENDICES

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

EWEB STRATEGY & ANNUAL GOALS



The [Eugene Water & Electric Board Strategic Plan \(2018-2028\)](#) was approved August 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 – Chief Operations Officer (Nice, Krentz, Capper, Milovich, Gorsegner)

<p>Overall Status</p>   <p style="text-align: center;">On Target</p>	<p>Status Summary</p> <p>Overall status moved from below to on target due to improvements in customer queues in Systems & Distribution Engineering.</p>	<p>Item of Interest</p> <p>Staff are showing creativity in counteracting supply chain issues. PUC 5-year inspection complete & in good standing. Wildfire Mitigation Plan complete and submitted to PUC. Staff from Electric, Water & Support Services are providing technical support to both the OR22 World Championships and Eugene Riverfront Festival.</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"> In May EWEB (through BPA) began participating in the California Independent System Operators (CAISO) Western Energy Imbalance Market (EIM) allowing for within hour selling/buying of imbalance energy. Operations are running smoothly; however, we do not yet have visibility into its impact until we receive data and our first bill. Carmen-Smith License deployment – 86% of projects are on track and 14% are delayed. Delays are due primarily to dam safety reasons, with staffing and planning issues contributing in some areas. Progress continues on a mitigation agreement for delays in Carmen-Smith fish passage construction. In June, the Board approved funding for Phase IV of the Deer Creek Habitat Restoration Project, the first significant effort of the anticipated agreement. The project is expected to be complete by July 15, 2022. Trail Bridge sinkhole investigation plan submitted to FERC in Q1. Investigation expected to continue into 2023. The Leaburg-Waltermville project is being evaluated by an Independent Consultant team as part of FERC’s routine Part 12D dam safety regulations (every 5 years).
Production	 <p style="text-align: center;">On Target</p>	<ul style="list-style-type: none"> Q2 temperatures were slightly cooler on average with a 3-day late June heat wave. Daily loads fluctuated ~ +/- 50 aMW/day with weather (Graph 1 Appendix H). Staff sold surplus energy in low load periods and purchased as needed. BPA Slice Generation was 15% above 2022 budgeted, (Graph 2 Appendix H), and EWEB-owned hydro was 10% above 2022 budgeted, (see, Graph 3 Appendix H). (Budget excluded Leaburg.) All hydro generation saw large improvement from initial water year expectations due to spring precipitation. Market prices are higher than budgeted on average and continue to be volatile. This increases the value of surplus length and increases the cost of market purchases made during extreme events. Overall, variances are



		<p>anticipated to result in a net benefit EWEB in 2022 due to our surplus length on average.</p> <ul style="list-style-type: none"> EWEB owned hydroelectric plant availability was 53% year-to-date due to planned and unplanned outages, including the ongoing Leaburg outage. Wind and thermal above target at approximately 93%.
<p>Transmission & Distribution</p>		<ul style="list-style-type: none"> SAIDI & SAIFI Reliability Indices above 5 yr. average; main driver due to equipment failures resulting in large customer outages. Some testing and inspection activities delayed due to response to emergent equipment failures at Cal Young, Hayden Bridge, and IP Transmission Loop (see Appendix H), mitigating with reduction in scope of competing capital work and hiring of additional crew staff. Vegetation routine maintenance behind ~9 mo.; Fire related annual activities on track; Tree Contractor Overtime used in Q1 to reduce backlog; adding 2 contract crews starting in August to reduce backlog and mitigate reliability impact. Supply chain issues resulting in impending customer facing delays and deferral of reliability and resiliency work; mitigating with change in process/procedures, additional procurements, and alternative designs. Added additional customer communications for proactive phasing and coordination with developers.
<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 planning and to be launched in 2022. Currently no NERC findings or violations. No formal FERC violations issued.
<p>Resiliency, Planning & Emergency Management</p>		<ul style="list-style-type: none"> Capital budget YTD spend at 26%; expecting projection of YE spend of close to 70%; underspend due to supply chain related delays, Carmen Project Delays, and resource constraints. Electric System Infrastructure specific spending expected to end up at 85% spending. Wildfire Mitigation Plan adopted by Board and submitted to OPUC. Annual pre-fire season activities for high fire risk circuits on track. GIS public facing Outage Map improvements completed and set for deployment in Q3. GIS layer highlighting T/D areas prone to avian impacts was developed in Q2 and will be used to select and implement design standards for mitigation purposes. Completed an assessment of Generation's skill and capacity to effectively respond to emergencies, including a dam safety event. Developing a training plan to provide bench strength and address gaps. Continued improvement of Transformer Seismic Anchoring for critical power transformers. Four stations in planning with two planned for execution this year.
<p>Support Services</p>		<ul style="list-style-type: none"> Cost of fuel continues to increase. A budget variance of \$180,000 is expected at year end based on the current cost per gallon of fuel. To help manage supply chain issues around procurement of light duty vehicles, Fleet Services is adjusting procurement and maintenance practices to keep existing vehicles in service longer. Preliminary plans and cost estimates for the Bertelsen property development have been completed by our consultants and are being reviewed by staff. Efforts to vacate HQ to support the sale continue. Plans to relocate remaining services, staff and equipment are in progress. Physical Security continues to respond to increasing incidents of copper theft, criminal mischief, break-ins, vandalism, and camping at EWEB facilities and

		<p>properties. Security related contacts with individuals in the field were up 35% over the previous quarter.</p>
Business Continuity		<ul style="list-style-type: none"> • Business Continuity Division launching is underway, the team leadership is developing the mission, vision, and workplan for 2022-2024. • Cybersecurity is managing phishing attempts with a focus on education and monitoring user accounts where phishing attempts were successful and could lead to a breach of critical information.
Switch (Customer)		<ul style="list-style-type: none"> • Customer Inquiries at 585 for last quarter. Overall, 2-year trend showing minor downward trajectory; compared to 882 2021 Q2 historical. • Process change completed in Distribution Engineering with dedicated staff for high level estimates to increase consistency, use internal staff design resources more efficiently and decrease turnaround time. • Customer queue length on average for design tech assignment for new customer work at 8 weeks; improvement of 2 weeks over last quarter. • AMI Deployment remains at 71% due to supply chain issues. New meter installations continue for new construction and maintenance purposes.

WATER UTILITY - SOURCE TO TAP OPERATIONS

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

Overall Status





On Target





Status Summary

Overall status remains on target as metrics show water treatment and delivery on track through Q2.

Item of Interest

A very wet spring resulted in water demand at lowest on record for May & June since 2011. Significant progress has been made to meet valve turning and residential backflow device testing metrics to meet industry standards. Staff from Electric, Water & Support Services are providing technical support to both the OR22 World Championships and Eugene Riverfront Festival.

Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source		<ul style="list-style-type: none"> EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in April 2022 (see HABS Dashboard in Appendix I). Although HABs have been detected in both Cougar and Blue River Reservoir, and we have reported low levels of cylindrospermopsin in Blue River Reservoir starting May 31st, we have no reportable levels of cyanotoxins below the reservoirs, in tributaries, or in the mainstem McKenzie River and we continue to monitor every 2 weeks. Work continues with Pure Water Partners (PWP). We have conducted over 280 property assessments post-fire and currently have over 130 signed watershed stewardship agreements with McKenzie landowners. Landowners are continuing to sign up for the program and we now have a waitlist of about 15 landowners. Installation of a monitoring station at Keizer Slough is still moving forward. We have a 3-way IGA in place between EWEB, Springfield, and Willamalane for the Keizer Slough monitoring station. We are currently working with EWEB engineering staff on the permit application for the installation.
Production		<ul style="list-style-type: none"> Production levels and chemical usage for the second quarter were below normal. May and June production totals were the lowest since 2011. Operations is still seeing an increase in chemical delivery lead times. Specifically, filter aid polymer and coagulant aid polymer is up from 2 to 12 weeks. Our Powder Activated Carbon (PAC) supplier went out of business due to shipping costs. We can procure PAC through other sources. Current Chemical stock levels are adequate, but deliveries are time critical so increased volumes are being ordered.
Transmission & Distribution		<ul style="list-style-type: none"> Pipeline leaks/breaks per 100 miles of pipe and unplanned outages both below benchmark through Q2. This is typical however and challenge will be to keep below benchmark through the year. Duration of unplanned outages in Q2 below benchmark and EWEB 2-year average through Q2. Valve turning continues to improve and is currently on track for Q2.
Monitoring & Compliance		<ul style="list-style-type: none"> Residential backflow assembly testing is currently on target for Q2. In compliance with all regulations in Q2.

<p>Resiliency, Planning & Emergency Management</p>		<ul style="list-style-type: none"> • Capital budget YTD spend at 26%; YE spend projected to reach 70%. Progress on E. 40th Storage Tank is on target with ground prep almost complete and wall construction starting soon. Operating expenses are on budget. • Water conducted their first tabletop exercise to test the new Emergency Response Plan (ERP) in Q2. • Planning for McKenzie River spill drill continued in Q2 and is scheduled for October 2022. • The Intertie O&M Committee consisting of EWEB, SUB and RWD met in April and began planning for the annual exercise to be held at Game Farm Rd. in fall 2022. • An Emergency Well Site Community Drill was conducted on June 18th at Lane County Fairgrounds with multiple partners such as CERT.
<p>Support Services</p>		<ul style="list-style-type: none"> • Cost of fuel continues to increase. A budget variance of \$180,000 is expected at year end based on the current cost per gallon of fuel. • To help manage supply chain issues around procurement of light duty vehicles, Fleet Services is adjusting procurement and maintenance practices to keep existing vehicles in service longer. • Preliminary plans and cost estimates for the Bertelsen property development have been completed by our consultants and are being reviewed by staff. • Efforts to vacate HQ continue. An RFP was issued in May and will be open until August 12. Plans to relocate remaining services, staff and equipment are also being executed.
<p>Business Continuity</p>		<ul style="list-style-type: none"> • Business Continuity Division launching is underway, the team leadership is developing the mission, vision, and workplan for 2022-2024. • Cybersecurity is managing phishing attempts with a focus on education and monitoring user accounts where phishing attempts were successful and could lead to a breach of critical information.
<p>Tap (Customer)</p>		<ul style="list-style-type: none"> • Water AMI Deployment is at 60% deployment for Q2. Supply chain issues may dictate much of 2022's implementation. • High chlorine taste/odor issues were higher in Q2 this year than last. Flow was unusually low and water temperatures started to increase into June. This older, warmer water causes the chlorine to be more noticeable, and so an increase in taste complaints was not unexpected. The actual chlorine residual was unchanged and safe at all times. • Request and Design time remain consistent with 2021 average and construction improved significantly from 20 days average to 9 days average.

CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

Submitted By: Julie McGaughey – Chief Customer Officer

Overall Status

On Target

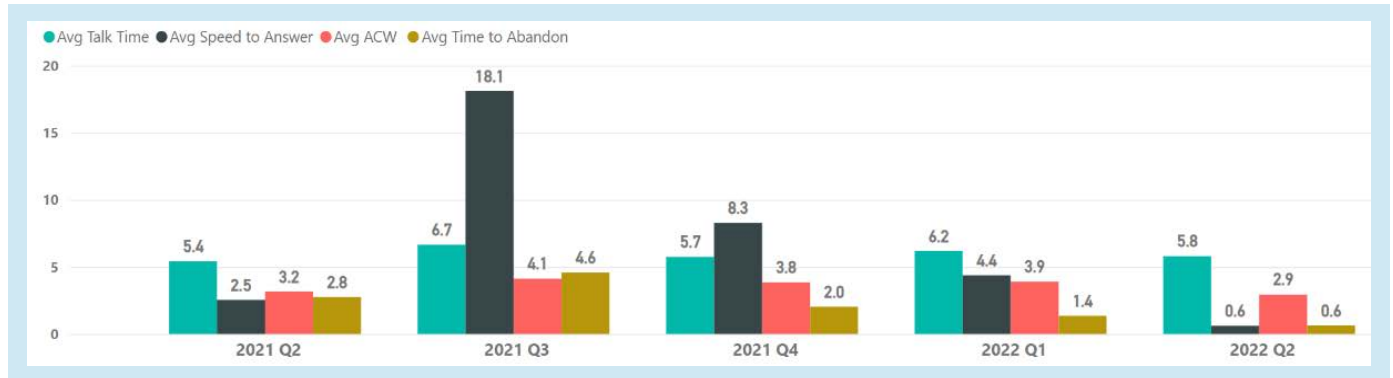
Status Summary

Customer Service responsiveness and Customer Programs all on target.

Item of Interest

YTD 120 solar electric applications have been received, accounting for ~\$204k in incentives and 756 kW capacity.

CALL CENTER PERFORMANCE



LEAD GREEN PROGRAMS

Customer enrollment for EWEB’s Lead Green programs has been slow to materialize, although initial marketing tactics have been robust and well received. Staff are continuing to augment marketing efforts over time.

Programs	Accounts	Monthly Revenue	Monthly Commodities
Greenpower	1,602	\$17,211	1,660 RECs
Cleanpower	6	\$690	145 RECs
Carbon Offsets	8	\$31	25 MT CO ₂ e/yr
Carbon Forestry Lab	5	\$41	0.5 Acres

Move Green Programs

Programs	Participation
Ebike Rebates	159
EV Car Sharing Sites	2 sites open
EV Test Drive Event	148 drivers

Additional information in Appendix K

Energy Efficiency

Programs	Projects	MWh Saved
Residential	355	518
Commercial	37	3,782
Growth	37	-235

Energy Efficiency (EE) YTD is at 57% of target and 36% Budget as less expensive Commercial EE comprises 80% of savings YTD

Communications & Marketing

63 unique social media posts, reaching 21,200 people

24 e-newsletters reaching **66,620 inboxes; 56% open rate**

32 mentions in the media as a result of **7 press releases**

Find additional information on published content in the Appendix.

Bill Assistance

Program	Participation	Assistance
Customer Care	1,072	\$300,160
Energy Share	306	\$68,627





Bill assistance YTD totals \$988k

FINANCE

Submitted By: Deborah Hart, Chief Financial Officer

ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary All financial metrics, except Rate of Return & Debt as a % of NBV, were within Target. See below.</p>	 <p>Item of Interest Contribution margin is favorable through June and is expected to finish the year favorable to budget.</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 and 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>On Target</p>	 <p>Status Summary All financial metrics, except Rate of Return, were within Target. See below.</p>	 <p>Item of Interest Watershed Recovery Fees totaled \$1.2 million through the first six months of 2022.</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. Worldwide shortages of labor, raw materials and components, transportation, and 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. Staff continue to work diligently at minimizing the impact of material supply shortages and are focusing only on essential work currently, 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.

INFORMATION SERVICES

Submitted By: Travis Knabe – Chief Information Officer

Overall Status

On Target

Status Summary

Operational Performance is On Target with all indicators within performance expectations.

Project support to both the Strategic Plan and Divisional needs are at times challenging IS resource demands but service delivery continues to meet business demands.

Item of Interest

Employee Experience is a new service offering with focus on employee productive through training programs on the use of technology and application productivity.



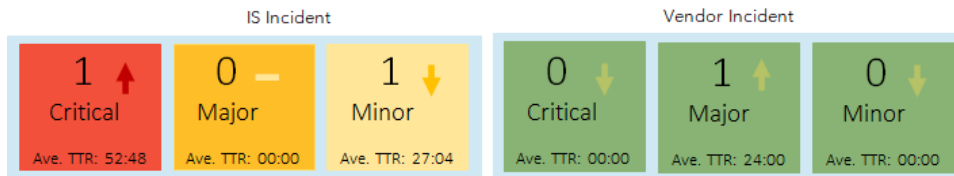
OPERATIONAL PERFORMANCE

Information Services measures performance based on service reliability and availability. This is tracked in the following ways: Incident Management, System Availability, and Application Availability. Other subjective measure of operating efficiency is evaluated through employee experience and the volume of operations requested from our customers.

Incident Management

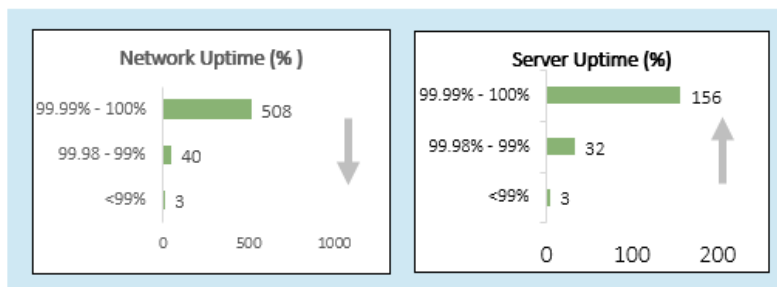
Incident management is evaluated in two categories: IS Incidents and Vendor Incidents. IS Incidents are related to systems and services managed by the EWEB IS Division. Vendor Incidents are dependent on managed or cloud services from third parties.

For Q2 2022, there was one Critical IS Incident and one Major Vendor Incident resulting in both categories trending up from the Q1 2022. The Critical incident was related to a CIS or Customer business processing error caused by human error. The Major Incident was related to a Verizon outage.



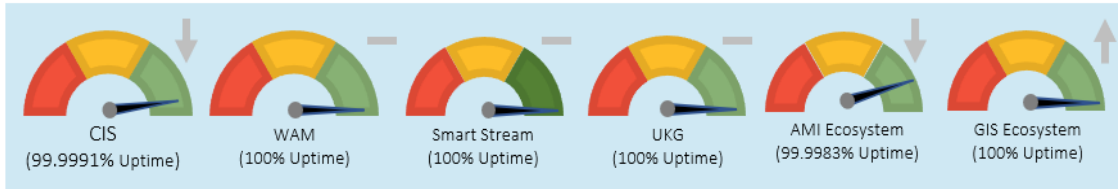
System Availability

System Availability measures the Network and Server availability in relations to the number of network devices and servers respectively. In Q2 2022, the Network Uptime is trending downward as the number of devices decreased as a result device consolidation and retirement of devices in relations to ongoing network technical refresh projects.



Application Availability

Application Availability focus on critical business applications and their availability to meet business operational demand. This measure directly correlates to Incident Management and is analyzed against System Availability and/or the impact in the function of application caused by human error, bugs, processing, etc.



Employee Experience

Employee Experience is a new service offering. It provides office productivity and technology training to EWEB personnel. Its core focus is to enable employees to be more productive with tools, technologies and services offered by Information Services.

The inaugural training targeted MS Office365 productive suite.

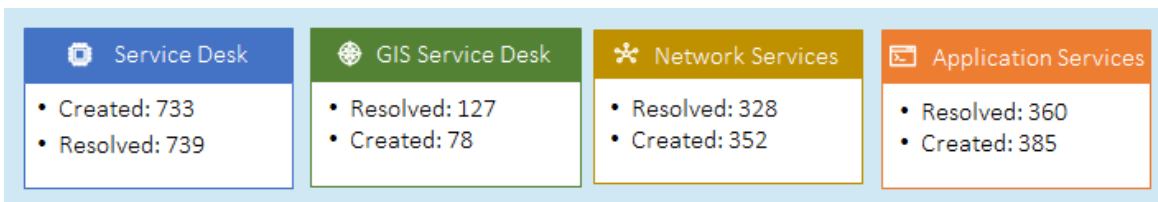
- 13 training sessions were scheduled
- 81% of these sessions were filled, representing ~2,552 employee sessions hours

Curriculum

- Office 365 Connections
- OneDrive
- Teams: Customize & Communicate
- Teams for Collaboration
- Teams: Run a Great Hybrid Meeting
- SharePoint Site Design
- SharePoint Document Management
- SharePoint Lists
- Office 365 Personal Productivity Tools
- Microsoft Forms

Service Desk / Operations Activities

This section represents the number of support tickets submitted to the IS Division. The purpose to showing this ticket count is to highlight the volume of operational (non-project) support required to maintain the IS operations of the Utility.





STRATEGY – PROJECT PERFORMANCE

The IS Division spends around 40% of its resource capacity to project work while about 60% of resource time is devoted to operational activities that care for the day-to-day IS operations of the Utility.

Priority Projects

The priority projects are business projects with strategic implications and with priorities set by the Executive Team and/or Divisional Managers. Many of the projects are managed (Project Management) within Divisions and with the SPMO. The IS Division contributes much of the project allocated resource time to these projects.

Project	Division	Status
Backflow Replacement	Water	In Progress
HQ Move Out	Support Services	In Progress
EIM Interval Data	Energy	RFP
Energy Insight Replacement	Customer	RFP
Allegro Upgrade	Energy	Kick-Off
Federal Lead Requirements	Water	In Progress
Water SCADA	Water	In Progress
GIS Modernization	IS	In Progress

Divisional Projects

Beyond the priority projects are divisional project activities to support enhancements, innovation, and growth within the respective divisions. These projects are mostly small to medium but on occasion may be large. For this Q2 report, 18 projects were closed. The table below illustrates the current status of these divisional projects.

Division	Complete	Active	Pending	Q2 Closed Project
Water	4	4	3	<ul style="list-style-type: none"> Hayden Bridge Surface Hubs Lead & Copper Rule Integration CyanoHABs Results Map LCOG Data Integration
Electric	3	3	5	<ul style="list-style-type: none"> Howard Elementary Microgrid Wildfire Risk Assessment Public Outage Map Updates
Generation	2	2	4	<ul style="list-style-type: none"> Carmen Network Refresh Carmen SCADA Network Refresh
Energy	3	4	9	<ul style="list-style-type: none"> Short-Term Dashboard Warning on RT Dashboard STMarket Position Report
Support Services	2	2	0	<ul style="list-style-type: none"> Dispatch Wall Map/Feeder Maps Fiber Manager
Finance	1	4	5	<ul style="list-style-type: none"> Green Option – Rate Change
Customer	2	2	0	<ul style="list-style-type: none"> CSA Remote Workforce LIWA – Bill Print & Portal Display
Business Continuity	1	1	0	<ul style="list-style-type: none"> Tripwire Decommission
Total	18	22	26	

WORKFORCE SERVICES

Submitted By: Lena Kostopulos – Chief Workforce Services Officer (Hutchens)

Overall Status

On Target

Status Summary

Operational programs are performing within targets. Refer to Appendix J.

Item of Interest

- AWWA - 1st place award
- NWPPA - 2nd place award
- New OR-OSHA Rules
- Decrease in Retirements
- IBEW and Management are in preparatory negotiations



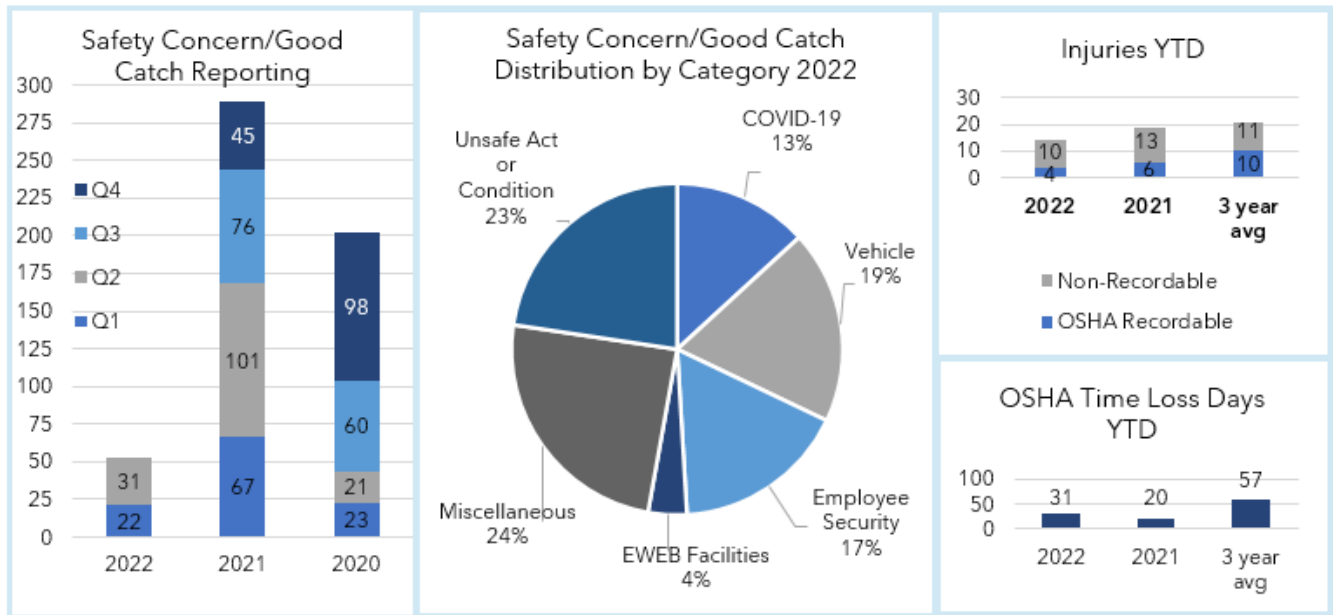
TOTAL WORKER HEALTH

Safety Program

Since the lifting of COVID restrictions and the implementation of the Dynamic Workforce model, Safety has focused heavily on facilitating and providing quality in-person and virtual trainings to meet the various needs of the Utility.

EWEB received a 1st place safety performance award from American Water Works Association (AWWA) and a 2nd place safety performance award from Northwest Public Power Association (NWPPA).

OR-OSHA issued two new rules this quarter: Heat Illness Prevention and Wildfire Smoke Exposure. Safety worked diligently to create, process, and implement the new required programs to the Utility.





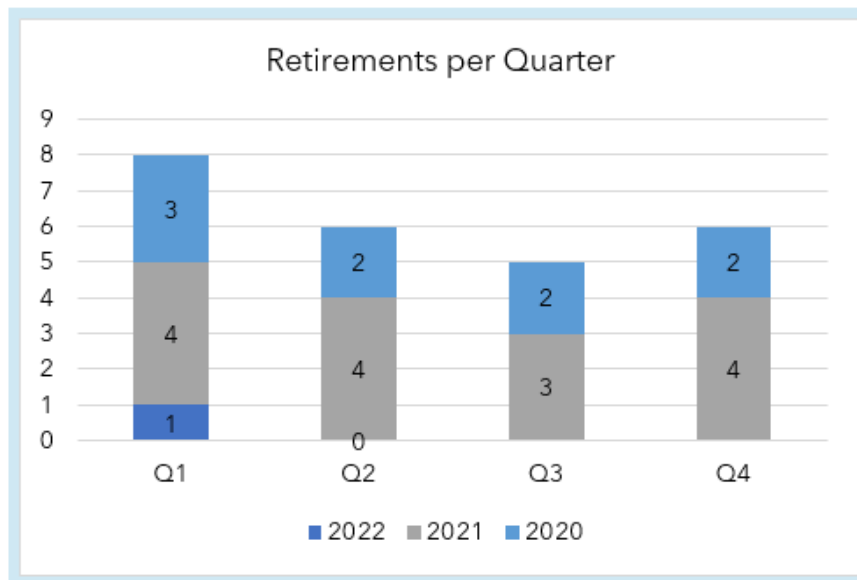
WORKFORCE MANAGEMENT

The Dynamic Workforce Model has been in place since January. The effectiveness of the model as well as its impact on workforce culture will be monitored and reported out annually. The Dynamic Workforce Model does not include employees residing wholly out of state.



BENEFITS PROGRAM MANAGEMENT – RETIREMENTS





There was a 90% decline in retirements YTD as compared to 2021 and 2022, even though 3.9% of EWEB employees are retirement eligible. Inflationary impacts to retirement savings plans may be driving the sharp decline in retirements over last year.



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 – Assistant General Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary</p> <p>COVID cases continued to decline both in Oregon and Lane County leading OSHA phasing out pandemic controls beginning March 14th. EWEB experienced declines in reported cases as well.</p>	 <p>Item of Interest</p> <p>All Pandemic restrictions were removed on May 9th.</p>
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EWEB reported COVID-19 by employees: April = 2, May = 9, June = 10, July = 10 as of July 15. Health and Safety and Leadership continue to monitor cases and CDC and Oregon Health Authority information, and we will act with controls as needed.

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

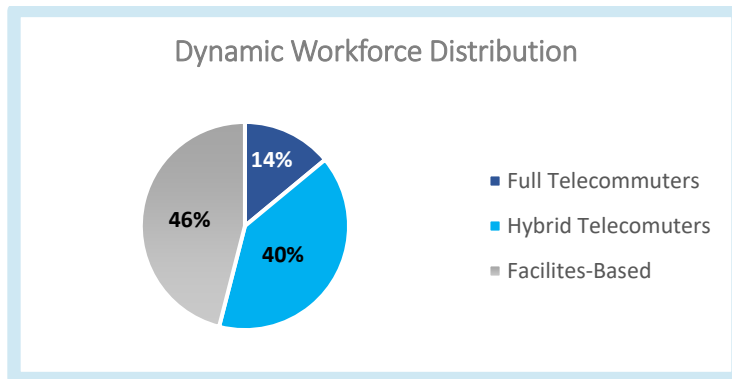
Submitted By: Frank Lawson – General Manager

 <p>Overall Status</p>  <p>On Target</p>		<p>Status Summary On track with opportunities for ongoing improvement.</p>	<p>Item of Interest The Dynamic Workforce Model was officially implemented on June 1, 2022.</p>
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PROJECT MILESTONES

As of June 1, EWEB officially ended its Pandemic response and implemented the Dynamic Workforce policies and procedures. A survey of employee work locations was completed as of July 1, 2022.



COMPLETED

The ROC Workspace Plan was completed and approved by the Executive Team. Key guiding principles of the Plan include adjacencies for related work groups and supervisors; flexibility in assigned spaces for future needs; limiting financial impacts and the number of overall office moves.

Updated definitions around stipends including up to \$1500.00 support for office furniture and related technology for employees who are working full time at a remote work location.

Developed a Best Practice training for supervisors: Effectively Supervising Remote Workers Training. An Office 365 training series was offered to help employees leverage online tools to maximize productivity and collaboration.







IN PROGRESS

IS and Facilities are working together to coordinate employee office moves according to the approved Workspace Plan. Hotel offices and cubicles as well as collaboration spaces are being piloted in preparation for long-term revisions to use of workspaces. Conference rooms are being equipped for hybrid meetings considering the needs of each space and the type of meetings hosted therein.

Ongoing support for employees as we continue to improve upon the Dynamic Workforce model and cultural changes associated with a distributed workforce.

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

Submitted By: Lena Kostopulos – Chief Workforce Services Officer

 <p>Overall Status</p>  <p>Below Target</p>	 <p>Status Summary Information sharing with IBEW is underway.</p>	 <p>Item of Interest Bargaining training in August.</p>
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PROJECT MILESTONES

The Employment relations board will be conducting joint negotiations training for IBEW and management bargaining teams on August 3rd. Bargaining discussions are commencing later than planned as a result of the ERB’s scheduling backlog.



COMPLETED

Regional comparator wage data has been collected and compiled.



IN PROGRESS

EWEB and the IBEW have agreed to use a variety of bargaining approaches (proposal, interest-based, and affinity) depending on the topic. Proposals for minor language and legal compliance updates will be exchanged in July, with economic topics to begin in August after training. Initial data and info exchange between Management and IBEW is under way.

Both parties have agreed that bargaining will commence on August 3rd. A model of the statutory bargaining process appears in the Appendix J.

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

Submitted By: Lena Kostopulos – Chief Workforce Services Officer

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary</p> <p>YTD application volumes continue to be less than the historical average; Volumes increased over Q2 2021. In general, and particularly for specialized industry positions.</p>	<p>Item of Interest</p> <p>The preliminary unemployment rate for Q2 remains flat for the year at 3.9%.</p>
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PROJECT MILESTONES

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



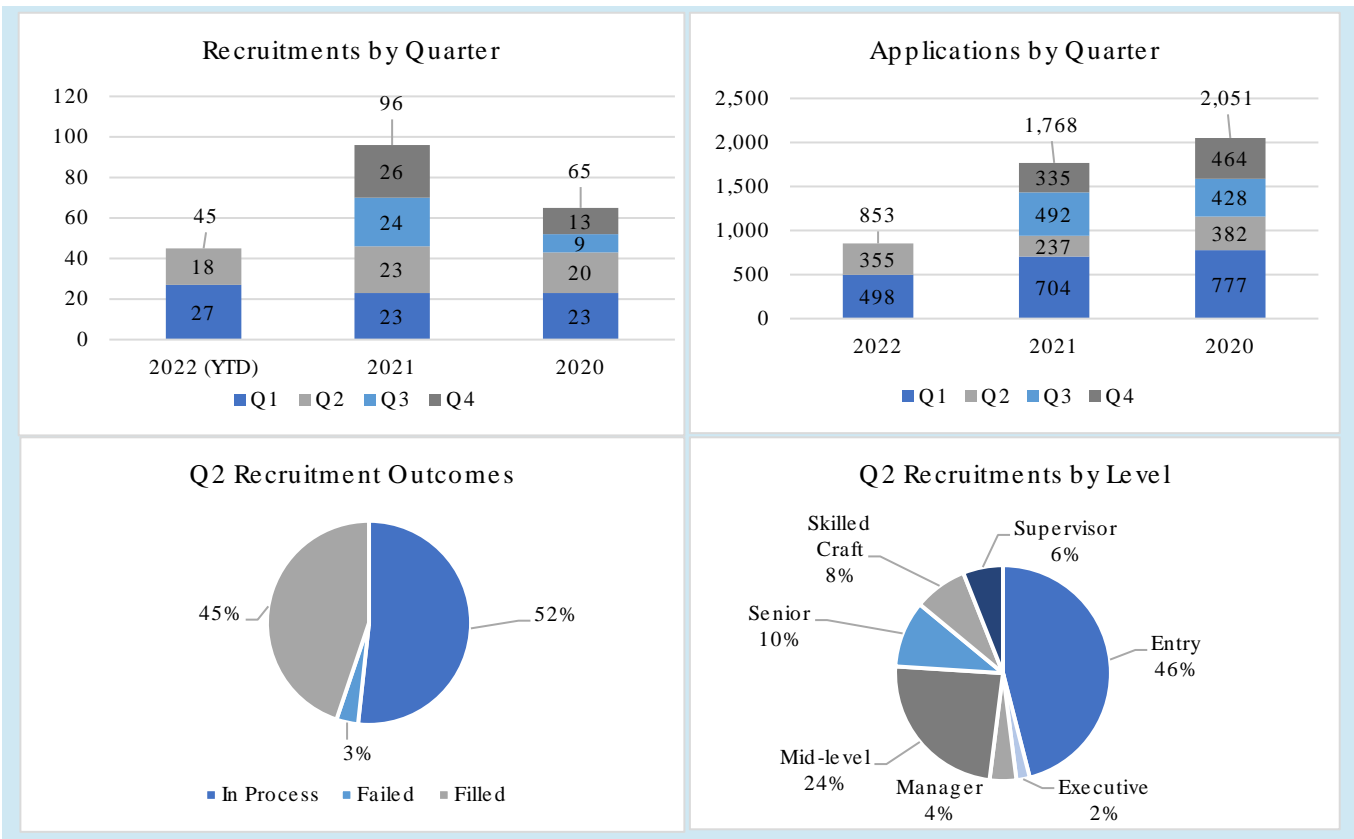
COMPLETED

Q2 applicant response data collection and recording. Addition of Time to Hire and Fill data for 1st half of 2022 to understand effectiveness of recruitment efforts and where improvements can be made. Time to Fill measures from posting to offer acceptance. Time to Hire helps identify prolonged hire dates after a candidate is identified.



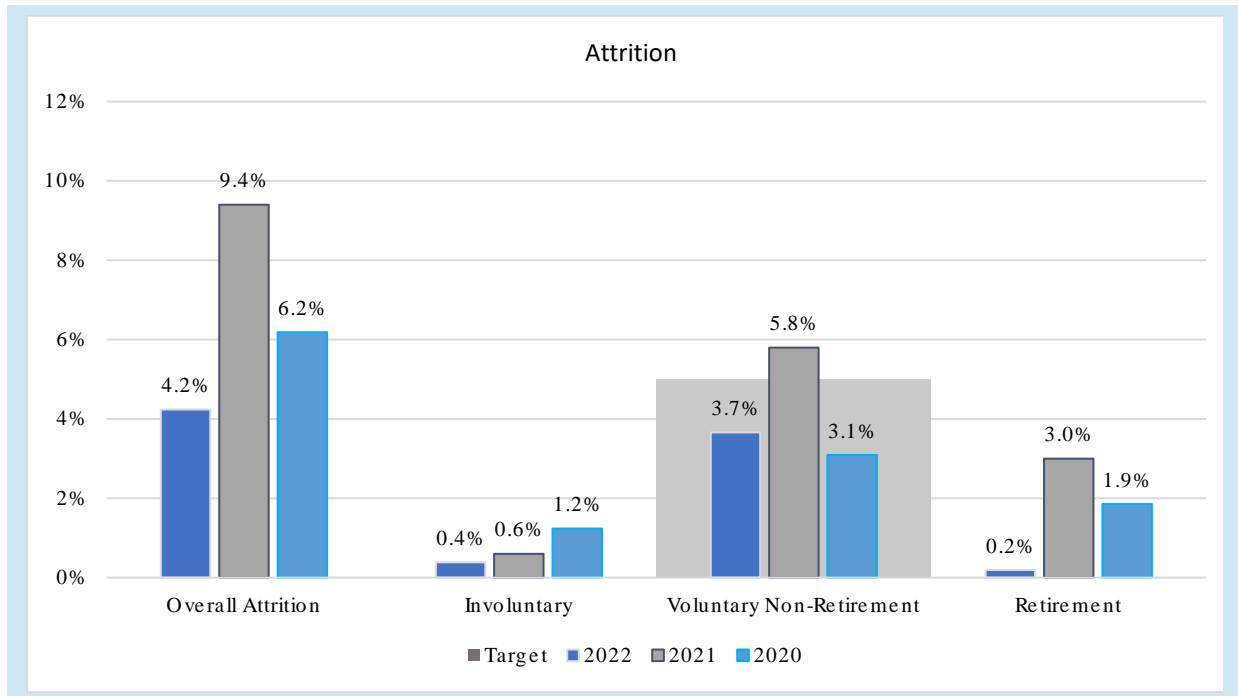
IN PROGRESS

Testing a variety of approaches to attract qualified candidates to hard to fill jobs. A slight increase in applications per posting was observed from Q1 to Q2. Recruitment & Hiring DEI audit underway; Contractor delayed progress on Phase 1, but project remains on track to complete by year end.







2022 YTD Recruitment Timeframes	
Time to Fill (posting to offer acceptance)	55 days
Time to Hire (posting to date of hire)	84 days*
<i>*One position affected time to hire due to housing constraints.</i>	

Hard to Fill Positions – Q2		
Title	Methods/Tactics	Opened
Journey Substation Technician	Occupational-specific targeted marketing Two vacancies – 1 filled in Q3, 1 remains open	10/29/21 - current
Principal Engineer – Dam Safety was repurposed to Engineering Planner III.	Work re-structured to fill at any licensed Engineer level Sign-on bonus advertised in Summer 2021 Restructuring resulted in hiring a Planner III on 05/02/22, potential path to engineering licensure.	11/17/21 – 03/29/22
Line Technician	Targeted advertising; publicizing at industry networking events	04/08/22 - current



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

Submitted By: Rod Price – Assistant General Manager

 <p>Overall Status</p>  <p>Below Target</p>	 <p>Status Summary Initiatives started in Q1, and most are on track, but we continue to experience a few delays coordinating with DEI contractor.</p>	 <p>Item of Interest In support of the Board of Commissioners, other agency's DEI programs have been researched for best practices and reported to the Board.</p>
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IN PROGRESS

- The Psychological Safety (PS) value exploration effort continues to be on hold pending appointment of project leader.
- EWEB has engaged Cascade Employers to audit recruiting and hiring materials, practices, and policies to ensure these comport with established DEI best practices. Still working with DEI contractor to finalize work plan.
- EWEB's Diversity Team began exploring and planning expanded functions related to employee support, administrative and policy support, and EWEB/community collaboration.
- DEI Educational opportunities are being explored for Executives and Commissioners.
- A board correspondence relating findings from other agencies DEI programs was submitted at July Board meeting. Board backgrounder reviewed and other reviews will occur as needed.
- A draft Board level policy was presented in a February Board work session. No further action taken, but options will be presented and explored for continuing the DEI policy level journey in 2022-2023.
- EWEB has recommitted to the Lane County Equity and Community Consortium (ECC) in 2022. In Q2 ECC has been a resource for finding best practices and employee messaging.

GOAL 3 – IMPROVE OUR DAM SAFETY & HYDROELECTRIC COMPLIANCE

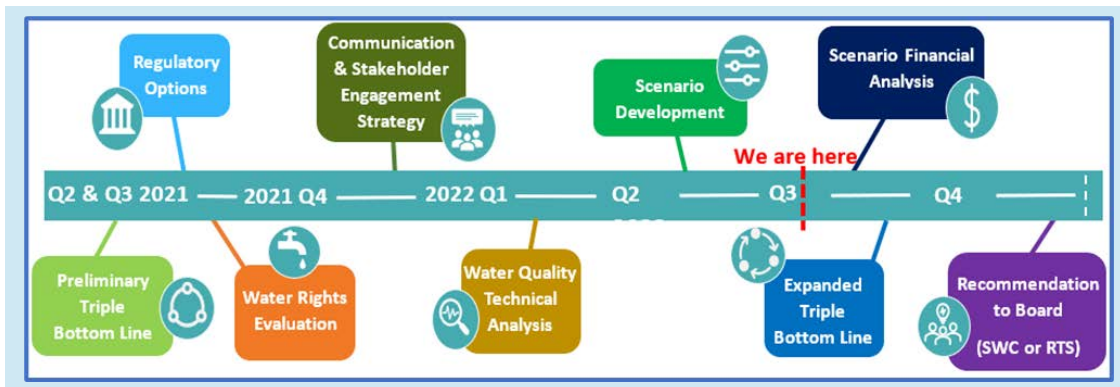
3a) Setting the direction of the Leaburg Hydro Electric Project toward either a power-producing asset or a storm water conveyance asset, in collaboration with the Board and the McKenzie Valley community, using developed guidelines and decision criteria

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

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary All action items are on track relative to the decision-making timeline presented to the Board in August of 2021.</p>	<p>Item of Interest The preliminary Net Present Value (NPV) for the four alternatives is complete, customer/community outreach plan launched, and a comprehensive Triple Bottom Line Assessment (TBL) is in process.</p>
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PROJECT MILESTONES



COMPLETED

- Refinement of the four selected alternatives, estimated upfront capital costs, and preliminary NPV
- TBL categories and issues identified, and subject matter expert weighting exercise
- Social Impact Survey launched
- Executed an agreement to suspend Surface Water Registration (SWR) No. 629 for 20 years
- Purchase of two strategic properties adjacent the LB Canal
- Initiated an energy dissipation study for managing high canal flows as part of the near-term risk reduction measures, and identified subsurface exploration locations for a drilling program plan






IN PROGRESS

- Comprehensive TBL analysis of the selected alternatives, including developing a weighting tool for the Board
- Continued public outreach, including ongoing Social Impact Survey and Upriver Listening Sessions
- Carbon footprint analysis
- Expanded water quality impact study
- Near-term risk reduction planning
- Negotiations to secure agreements with SWR No’s 630 and 631, and working to assist other affected non-EWEB obligated irrigation stakeholders

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 – Chief Operations Officer and Lisa Krentz – Generation Operations Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary On track to develop a comprehensive staffing and resource plan in 2022.</p>	<p>Item of Interest Expanded Carmen-Smith Master Plan, emergency response capability assessment, and successful recruitment of key dam safety staff completed.</p>
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PROJECT MILESTONES

- Generation Division Function Assessment – Q1 2022
- Short Term Staffing Plan Developed – Q1 2022
- Staffing/Skills Gap Analysis – Q2 2022
- Recruitments for Key Dam Safety and License Implementation Staff – Q2/Q3 2022
- Dam Safety Emergency Response Capacity Assessment – Q2 2022
- Comprehensive Carmen-Smith Master Plan – Q2 2022
- Long Term Staffing and Resource Plan Developed – Q3 2022
- Basic ICS Training completed for all Generation staff – Q4 2022



COMPLETED

Dam Safety Program

- Consultant assessment of dam safety emergency response capabilities, with recommendations for improvement
- Successful recruitment for three vacant dam safety positions – dam safety team now fully staffed
- Training program developed for new dam safety staff and supporting generation staff
- Updated ICS rosters and ICS training gap analysis

Carmen-Smith Implementation Program

- Expanded Carmen-Smith Implementation Master Plan
- Successful recruitment of an additional Aquatics Biologist and Carmen-Smith Operator in Training (in anticipation of impending retirement)



IN PROGRESS

- Ongoing staffing/skills gap analysis
- Dam Safety training program
- ICS Training for all Generation staff, with expanded training for key personnel

GOAL 4 – PREPARE TO REPLACE CHANGING & AGING TECHNOLOGY

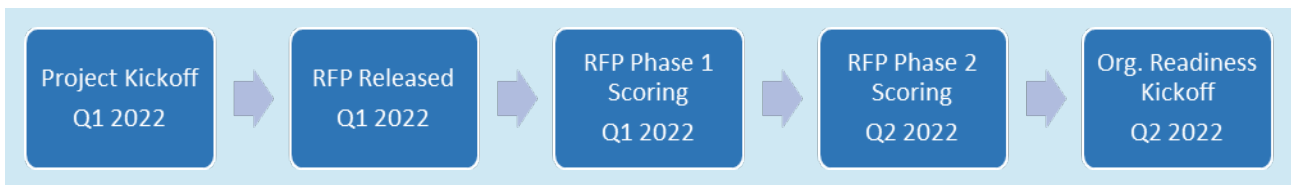
PREPARE TO REPLACE CHANGING AND AGING TECHNOLOGY that supports both business continuity and strategic priorities by completing an RFP and the Utility-Software selection; establishing design, data, and operational governance; documenting customer-interaction-based processes; and creating the organizational 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 The RFP process for the EES Program is in process with active participation from across the Utility. The Program is on schedule and achieving its targets.</p>	<p>Item of Interest Org Readiness has introduced Change Agents across the Utility as well as conducted an initial Change Readiness Survey.</p>
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PROJECT MILESTONES



COMPLETED

- ERP Technology RFP Phase: Phase 2 - On-Site Demonstrations
- Organizational Readiness - Change Agent Network Identification and Kick-off
- Organizational Readiness - Initial Change Readiness Survey



IN PROGRESS

- ERP Technology Phase 2 - Conduct Follow-Up from Vendor Demonstrations, References and Site Visits
- ERP Technology Phase 3 - Prepare for Pricing Review
- System Integrator RFP - Preparing RFP for release once technology is selected
- Organizational Readiness - Business Process Inventory Assessment Preparation
- Initial data governance framework is under review.

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

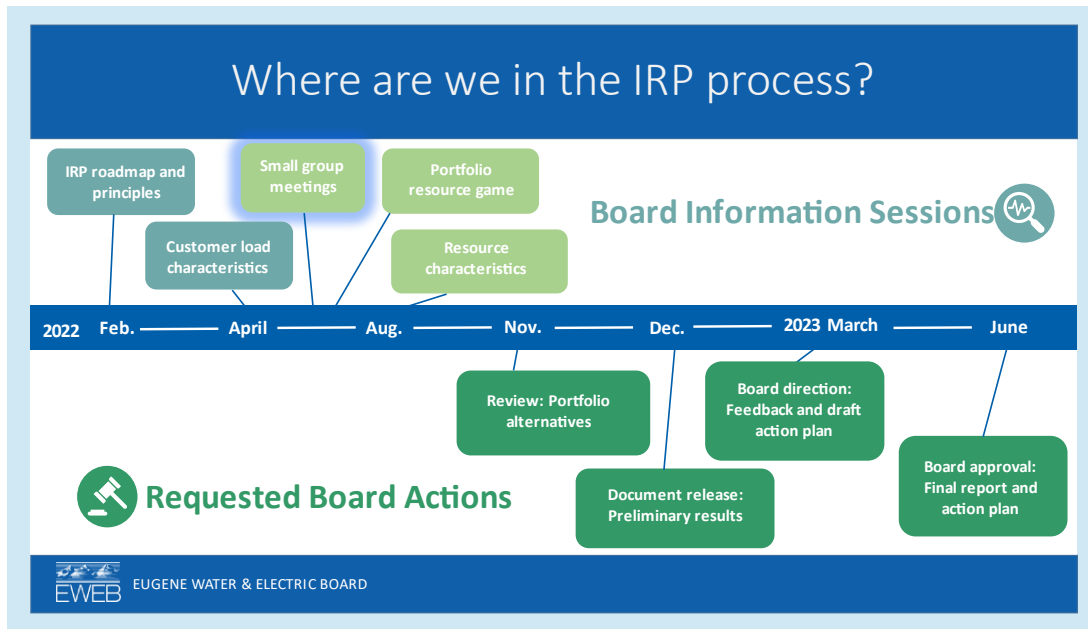
COMPLETE A “PUBLIC DRAFT” OF AN INTEGRATED RESOURCE PLAN (IRP) in order to gather feedback during a public comment period in early 2023.

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

<p>Overall Status</p> <p>On Target</p>	<p>Status Summary</p> <p>Project is on target and staff plan to share resource options and characteristics to the Board in August.</p>	<p>Item of Interest</p> <p>The Board will meet for a work session on 7/27/22 and engage in “Powering our Future” integrated resource portfolio game.</p>
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PROJECT MILESTONES



COMPLETED

At the April Board meeting, planning staff provided an overview of EWEB’s electricity consumption profile and the forecasted peak and energy needs through 2042. In June staff met with the Board in small groups to answer questions and provide additional information on the overall IRP framework.



IN PROGRESS





The Board will meet for a work session on 07/27/22 and engage in “Powering our Future” integrated resource portfolio game. The purpose of this game provides an opportunity for participants to gain insights into the power planning process, using a simulated, hands-on, learning experience. The teams will construct power portfolios and then learn how those portfolios meet the various needs of EWEB’s customers.

Staff have been modeling EWEB’s existing and future resource options and refined the resource options that will be included in the IRP. These resource options will be presented to the Board in August.

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 – Chief Operations Officer and Mike Masters – Water Division Manager AIC

 <p>Overall Status</p>  <p>Below Target</p>	 <p>Status Summary</p> <p>Behind target on required land use approvals from the City of Springfield but positive interactions with Springfield City Council at their June work session bodes well for future progress. Hoping to build on momentum with significant progress next year.</p>	 <p>Item of Interest</p> <p>A contract for access improvements associated with the Second Source Site will go to the Board as a consent item in August. This was a result of lengthy discussion and coordination with the Springfield Utility Board.</p>
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PROJECT MILESTONES

Preliminary project milestones for the Willamette River Treatment Plant are shown below. Land use 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 | Q1 – 2023 |
| • Begin permit process for both intake and treatment plant | Q1 – 2023 |
| • Retain engineer(s) to complete design and assist with bidding strategy | Q2 – 2023 |
| • Advertise/award early earthwork contract for treatment plant | 2024 |
| • Advertise/award treatment plant and intake contracts for bidding | 2025 |
| • Construction begins | 2025 |
| • Completion date – facilities in operation | Q2 - 2028 |



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. Contract bid and award pending at August Board Meeting.
- Work session with City of Springfield on project and 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 of Springfield.
- Retaining permitting consultants to assist with local and federal permits when plant location finalized.

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 – Chief Operations Officer and Tyler Nice – Electric Division Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary 2023 budgeting process completed. 10-year plan updated and submitted. Alignment of Master Plan Goals, metrics, and program targets.</p>	 <p>Item of Interest Developing internal policy for Electric Master Plan Program. 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 Q3
	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.
- Update of equipment condition data and substation Heat Map index.
- Development and submission of 2023+ 10 Year CIP.
- Kicked off Continuous Improvement Project to document annual CIP process.







IN PROGRESS

- Planning kickoff and alignment of key staff and stakeholder activities.
- Draft of internal Master Planning Policy.

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, Chief Financial Officer and TiaMarie Harwood - Financial Services Manager

 <p>Overall Status</p>  <p>On Target</p>	 <p>Status Summary Rate Design Fundamentals presentation given at July 5, 2022 board meeting.</p>	 <p>Item of Interest Concluded 3-part information series on ratemaking with Board.</p>
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COMPLETED

Management has completed review of recommendations that resulted from the CIS rates data audit. The 3-part Ratemaking information series that kicked off in April 2021 has concluded with the final series on Rate Design presented at the July 5th Board meeting.



IN PROGRESS

Staff continue to work through foundational activities in preparation of new product offerings, including review of current rate design and implementation processes for improvement opportunities, attending industry-specific education conferences, and continued analysis of rates data.

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

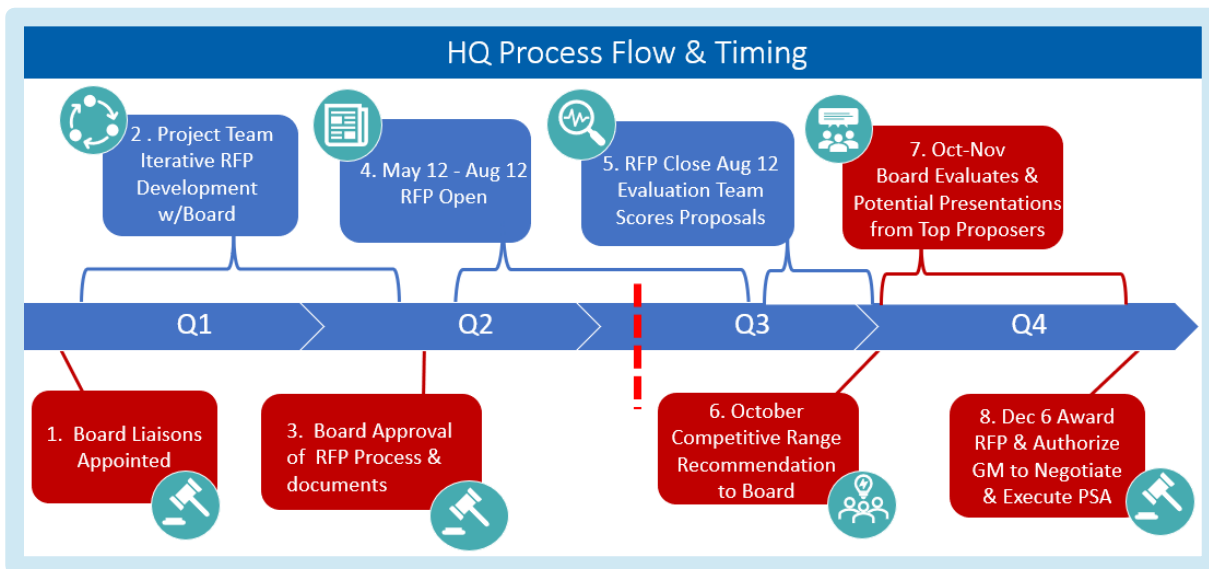
FINALIZE THE LONG-TERM DISPOSITION, POTENTIALLY DIVESTITURE, OF EWEB’S HEADQUARTERS PROPERTY by year-end, in collaboration with the Board.

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

<p>Overall Status On Target</p>	<p>Status Summary Project milestones are on track. The Request for Proposals (RFP) was issued on May 12, 2022; the closing date is scheduled for August 12, 2022.</p>	<p>Item of Interest EWEB received four Letters of Intent to Propose and verbal statements of intent from two additional parties. Letters were requested, but not required, by July 12.</p>
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PROJECT MILESTONES



COMPLETED

The Board-approved the RFP package. The RFP was released May 12, and announcements made via legal advertisements, press release, and various EWEB communication channels. Visit eweb.org/riverfront to view the RFP and supporting documents, as well as an FAQ and comment form to inform the public and provide an avenue for feedback. Numerous property tours have been provided to interested parties. The Project Team completed the evaluation instructions and submitted to the Board for feedback.



IN PROGRESS

The General Manager is assembling an evaluation team comprised of Commissioners Barofsky and Schlossberg as board liaisons and members from the community and EWEB with diverse interests and backgrounds. The team will rank proposals according to the RFP criteria and make a recommendation to the Board for the competitive range.

A separate “HQ Vacate” project is underway to prepare the buildings for sale. Staff are addressing requirements to relocate employees and equipment from the building. It is likely EWEB will need to exercise the provision in the RFP to negotiate a lease agreement, potentially through Q1 or Q2 2023 to meet its interim space requirements for infrastructure.

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

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

ELECTRIC UTILITY FINANCIAL STATEMENT (EL1) | Q2 2022

APPENDIX A

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

(In millions)

	Six Months Ended June 30,		YTD Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 146.9	\$ 129.1	\$ 132.5	\$ 14.4
Operating expenses	134.7	121.8	131.4	(3.3)
Net operating income (loss)	12.2	7.3	1.1	11.1
Non-operating revenues	(0.4)	1.6	0.9	(1.3)
Non-operating expenses	3.9	3.8	3.7	(0.2)
Income (loss) before capital contributions	7.9	5.1	(1.7)	9.6
Capital contributions	6.2	5.3	1.0	5.2
Increase/(Decrease) in net position	\$ 14.1	\$ 10.4	\$ (0.7)	\$ 14.8

ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

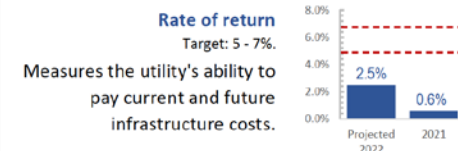
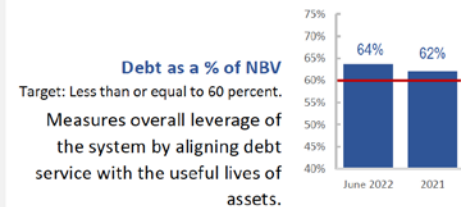
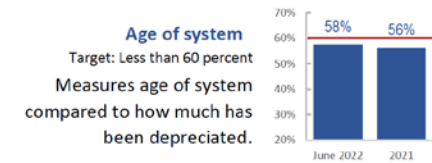
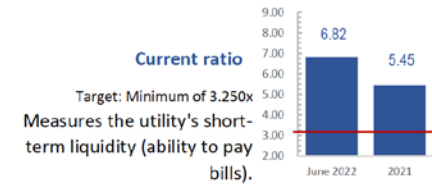
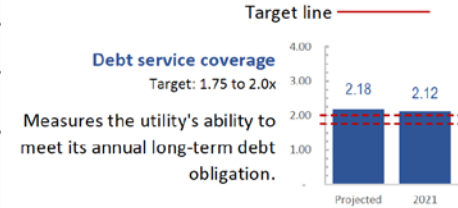
	June 30,		December 31,
	2022	2021	2021
Current assets	\$ 212.0	\$ 224.3	\$ 138.4
Net utility plant	438.1	425.1	444.4
Other assets	55.7	58.8	117.3
Total assets	705.8	708.2	700.1
Deferred outflows of resources	34.4	43.2	35.7
Total assets and deferred outflows	\$ 740.2	\$ 751.4	\$ 735.8
Current liabilities	\$ 31.1	\$ 31.4	\$ 37.7
Long-term debt	216.7	227.2	217.9
Other liabilities	40.8	70.1	41.8
Total liabilities	288.6	328.7	297.4
Deferred inflows of resources	42.2	24.6	43.0
Total net position	409.4	398.1	395.4
Total liabilities, deferred inflows, and net position	\$ 740.2	\$ 751.4	\$ 735.8

ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)

	YTD	Annual Working Budget	
	6/30/2022	Budget \$	% of Budget
Type 1 - General capital	\$ 6.9	\$ 15.3	45.1%
Type 2 - Rehabilitation and expansion	2.8	10.5	26.7%
Type 3 - Strategic projects	4.6	29.2	15.8%
Total capital	\$ 14.3	\$ 55.0	26.0%

FINANCIAL STRENGTH MEASUREMENTS



WATER UTILITY FINANCIAL STATEMENT (EL1) | Q2 2022

APPENDIX B

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

(In thousands)

	Six Months Ended June 30,		Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 18,396	\$ 18,525	\$ 18,228	\$ 168
Operating expenses	17,234	13,788	17,349	115
Net operating income	1,162	4,737	879	283
Non-operating revenues	(103)	340	19	(122)
Non-operating expenses	1,124	1,172	1,101	(23)
Income before capital contributions	(65)	3,905	(203)	138
Capital contributions	890	1,378	1,581	(691)
Increase in net position	\$ 825	\$ 5,283	\$ 1,378	\$ (553)

WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

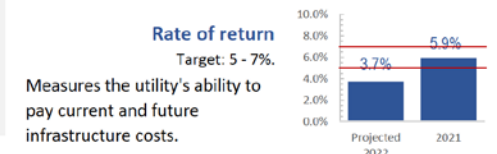
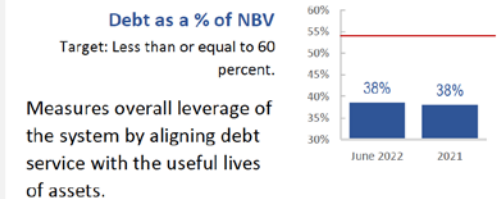
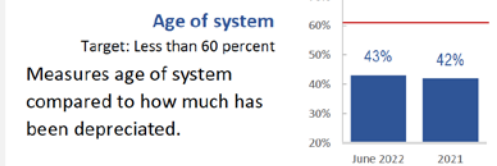
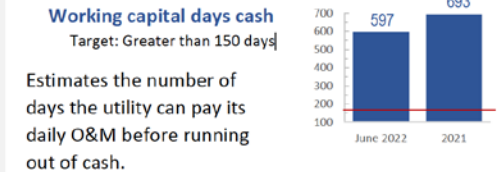
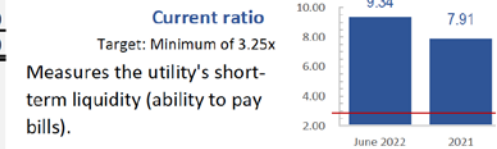
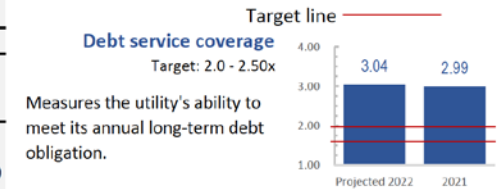
	June 30,		December 31,
	2022	2021	2021
Current assets	\$ 56.2	\$ 63.6	\$ 60.8
Net utility plant	213.0	200.8	209.5
Other assets	12.5	13.1	12.5
Total assets	281.7	277.5	282.8
Deferred outflows of resources	10.6	13.1	10.7
Total assets and deferred outflows	\$ 292.3	\$ 290.6	\$ 293.5
Current liabilities	\$ 6.0	\$ 5.9	\$ 7.7
Long-term debt	71.5	75.0	71.9
Other liabilities	12.9	21.8	12.8
Total liabilities	90.4	102.7	92.4
Deferred inflows of resources	13.3	7.4	13.3
Total net position	188.6	180.5	187.8
Total liabilities, deferred inflows, and net position	\$ 292.3	\$ 290.6	\$ 293.5

WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

	YTD	Annual Working Budget	
	6/30/2022	Budget \$	% of Budget
Type 1 - General capital	\$ 4,368	\$ 10,092	43.3%
Type 2 - Rehabilitation and expansion	\$ 3,155	18,215	17.3%
Type 3 - Strategic projects	\$ 63	824	7.6%
Total capital	\$ 7,586	\$ 29,131	26.0%

FINANCIAL STRENGTH MEASUREMENTS



ELECTRIC UTILITY EL1 CAPITAL REPORT | Q2 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	\$ 206,700	10%	\$ 2,205,000
Substation Infrastructure	2,160,000	2,160,000	1,254,800	58%	2,160,000
Transmission & Distribution Infrastructure	7,276,000	7,276,000	3,607,500	50%	6,504,000
Telecommunications	906,000	906,000	445,600	49%	531,000
Information Technology	1,487,000	1,487,360	815,800	55%	1,487,360
Buildings, Land, & Fleet	1,084,000	1,084,000	781,900	72%	1,460,500
TOTAL TYPE 1 PROJECTS	\$ 15,053,000	\$ 15,053,360	\$ 7,112,300	47%	\$ 14,347,860
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Downtown Network	\$ 1,015,000	\$ 1,015,000	\$ 365,500	36%	\$ 935,000
Buildings & Land	1,400,000	1,400,000	150,400	11%	550,000
Electric T&D - Master Plan	3,000,000	3,000,000	527,400	18%	1,737,307
Distribution Resiliency Upgrades	52,000	52,000	33,100	64%	52,000
Infrastructure - Generation	2,000,000	2,000,000	1,414,800	71%	2,900,000
Electric Meter Upgrade	3,276,000	3,275,634	52,100	2%	156,000
Information Technology	-	-	33,300	0%	280,000
TOTAL TYPE 2 PROJECTS	\$ 10,743,000	\$ 10,742,634	\$ 2,576,600	24%	\$ 6,610,307.00
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Carmen-Smith Relicensing	\$ 29,220,000	\$ 29,220,000	\$ 4,587,500	16%	\$ 17,000,000
TOTAL ELECTRIC CAPITAL PROJECTS	\$ 55,016,000	\$ 55,015,994	\$ 14,276,400	26%	\$ 37,958,167

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 | Q2 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	\$ 350,000	41%	\$ 1,020,000
Distribution & Pipe Services	6,181,000	6,180,002	3,783,500	61%	6,650,000
Distribution Facilities	2,153,000	2,153,000	151,500	7%	1,100,000
Information Technology	257,000	257,440	59,700	23%	200,000
Buildings, Land, & Fleet	1,002,000	652,000	23,400	4%	650,000
TOTAL TYPE 1 PROJECTS	\$ 10,442,000	\$ 10,092,444	\$ 4,368,100	43%	\$ 9,620,000
TYPE 2 - REHABILITATION & EXPANSION PROJECTS					
Distribution Facilities	12,875,000	12,875,001	2,041,700	16%	9,500,000
Distribution & Pipe Services	1,442,000	1,442,000	120,900	8%	800,000
Buildings & Land	-	350,000	37,600	11%	350,000
Water Meter Upgrade	3,548,000	3,548,000	946,000	27%	2,000,000
Information Technology	-	-	8,300	0%	10,000
TOTAL TYPE 2 PROJECTS	\$ 17,865,000	\$ 18,215,001	\$ 3,154,500	17%	\$ 12,660,000
TYPE 3 - STRATEGIC PROJECTS & PROGRAMS					
Emergency Water Supply	515,000	514,999	58,900	11%	300,000
Second Source	309,000	309,000	3,900	1%	400,000
TOTAL TYPE 3 PROJECTS	\$ 824,000	\$ 823,999	\$ 62,800	8%	\$ 700,000
TOTAL WATER CAPITAL PROJECTS	\$ 29,131,000	\$ 29,131,444	\$ 7,585,400	26%	\$ 22,980,000

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 | Q2 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 through 90% design. Engineering has been procuring long lead items. Temporary system changes to support construction will begin Q4 2022 with major construction to extend through Q3 2023.

Project Initiation:	Jan - 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec - 2022	Actual Project Costs To-Date:	\$743,740
Projected Completion:	Apr - 2024	Total Final Cost Projection:	\$11,400,000

Leaburg Canal Risk Mitigation (Near Term Risk Reduction Measures)

Project Initiation	Jul - 2021	Initial Scope Budget	\$21,500,000
Initial Planned Completion	Dec - 2028	Actual Project Cost to Date	\$ 1,386,000
Projected Completion	Dec - 2039	Total Final Cost Projection	\$21,500,00

**Above does not include implementation of a long-term Leaburg Canal solution but does include YTD Strategic Evaluation expenses in addition to near term risk reduction planning costs.*

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 Cost to Date	\$ 67,423,000
Projected Completion	Dec - 2029	Total Final Cost Projection	\$145,000,000

CAPITAL SPENDING SUMMARY | Q2 2022

APPENDIX E

WATER UTILITY CAPITAL SPENDING SUMMARY AND PROJECT UPDATES

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

Shared Services project updates are provided within the 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 Q2 2022.

E. 40th Reservoir Project

Project Initiation	2018	Initial Scope Budget	\$10,250,000
Initial Planned Completion	Dec - 2021	Actual Project Cost to Date	\$5,216,000
Projected Completion	Dec - 2023	Total Final Cost Projection	\$28,000,000

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

AMI Water Meter Upgrade

Project Initiation	2018	Initial Scope Budget	\$17,828,000
Initial Planned Completion	Dec - 2021	Actual Project Cost to Date	\$13,589,720
Projected Completion	Dec - 2024	Total Final Cost Projection	\$19,000,000

**Projected completion date recently changed by one year to the supply chain issues affecting current deployment.*

TYPE 3 - EMERGENCY WATER SUPPLY

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 Q2 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 Cost to Date	\$1,872,000
Projected Completion	2023	Total Final Cost Projection	\$2,500,000

CONTRACTS REPORT | Q2 2022

APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
04/12/22	Terra Tech	Eugene, OR	HI-Vis Raingear ; Price Agreement for HI-Vis Raingear purchased over a 5-year period	04/11/27	\$100,000	Quotes	Karen Kelley
05/16/22	Schneider Electric Smart Grid Solutions	Ft Collins, CO	GIS Modernization Project : Analysis & Design, Phase 1	12/31/22	\$249,400	Direct Negotiation	Travis Knabe
04/14/22	Cascade EAP	Eugene, OR	Employee Assistance Program ; Employee access to: counseling services, including 24 hr toll-free crisis access; Worksite organizational development consulting, supervisory consultations, etc.	03/31/27	\$100,000	Direct Negotiation	Lena Kostopulos
04/14/22	PacificSource Administrators Inc.	Springfield, OR	Administrative Services for FSA Benefits and COBRA Plans ; Full administration of EWEB's FSA program and COBRA plan	04/13/27	\$100,000	Direct Negotiation	Lena Kostopulos
04/14/22	ABB Inc	Cary, NC	Cyberex Switch Maintenance and Service Agreement ; Annual maintenance of Cyberstatic Switches at HQ and ROC with a set budget for as needed parts and repairs. 5-year contract.	03/31/26	\$35,000	Direct Negotiation	Karen Kelley
05/18/22	Robert Half International	Eugene, OR	Temporary Staffing Services ; Temporary staffing for specialized needs	12/31/26	Assignments NTE \$150K	Direct Negotiation	Lena Kostopulos
04/07/22	Calgon Carbon Corp.	Moon Township, PA	GAC Media for HB , purchase of 30,000 lbs of Granular Activated Carbon for treatment plant	one time purchase	\$55,000	Direct Negotiation	Karen Kelley
PO Only, 5/9/22	YSI ENVIRONMENTAL	Yellow Springs, OH	Water Quality Monitoring Station Equipment ; purchase of Xylem-branded monitoring equipment, components, supplies and services from YSI Incorporated. SS-210-4	one time purchase	\$118,981	Direct Negotiation	Karen Kelley

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
05/03/22	Mackay Sposito	Vancouver, WA	Wetland Delineation; Wetland/Waters delineation, Stream Functional Assessment (SFAM), and delineation report for portion of the Smith and McKenzie Rivers and Carmen Reservoir.	05/02/27	\$58,884	Direct Negotiation	Karen Kelley
05/16/22	Stanley Consultants	Centennial, CO	Electrical Design Services; PUC Corrections & Maintenance	09/16/22	\$67,459	Direct Negotiation	Karen Kelley
05/16/22	Contegix	St louis, MO	Migration to Atlassian Cloud Moved Atlassian tools from server to cloud for ease of use	05/01/23	\$48,000	Direct Negotiation	Travis Knabe
06/21/22	LCOG	Eugene, OR	Board Meeting Minutes Recorder; Minutes Recording for Board Meetings over 5-year period	06/30/27	\$45,000	Direct Negotiation	Frank Lawson
05/18/22	Electric Car Insider	Spring Valley, CA	Electric Car Guest Drive Sponsorship	08/30/22	\$44,000	Direct Negotiation	Rod Price
06/04/22	Whitney Equipment Co	Vancouver, WA	Water Samplers Various water sample containers need for HB water quality testing SS-447	06/02/27	\$49,855	Direct Negotiation	Karen Kelley
06/02/22	Black & Veatch	Tualatin, OR	Leaburg Energy Dissipation Alternatives Analysis; Engineering Services	12/30/22	\$49,910	Direct Negotiation	Karen Kelley
PO Only, 5/17/22	Oregon Corrections Enterprises	Salem, OR	Picnic Tables for Campground; Purchase of 92 picnic tables	07/15/22	\$66,930	Direct Negotiation	Karen Kelley
06/06/22	FEI Testing	Eugene, OR	E 40th Ave Storage Tanks - Special Inspection; Special inspection, testing, observations for the E 40th Ave Storage Tank Construction Project	12/29/23	\$52,709	Direct Negotiation	Karen Kelley
PO Only, 5/31/22	Nassau National Cable Corp	Great Neck, NY	1/0 Alternate Cable; Purchase of 20,000' of 1/0 conductor	one time purchase	\$134,400	Informal Quotes	Karen Kelley
06/27/22	KPFF	Eugene, OR	Culvert Improvements; Engineering Services for Carmen Smith Culvert Replacement	12/31/22	\$58,450	Direct Negotiation	Karen Kelley

Contracts Approved by General Manager with Board's Prior Authorization

Authorization/ Execution Dates	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
5/3/2022; 5/23/2022	Larson Electronics LLC	Kemp, TX	Single Phase Padmounted Transformers; Purchase of 20 ea 50 KVA single phase padmounted transformers	one time purchase	\$ 506,023	Direct Negotiation	Karen Kelley
5/3/2022; 5/20/2022	States Manufacturing Corp.	Minneapolis, MN	Switchgear; Purchase of switchgear for IP power plant	6/30/2023	\$ 486,150	Formal ITB	Karen Kelley

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

COMMUNITY INVESTMENT | Q2 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.

\$10,368,088*
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 | Q2 2022

APPENDIX G




SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

TOTAL YTD \$733,307		
Q2 	<p>4J, BETHEL, SPRINGFIELD, AND MCKENZIE SCHOOL DISTRICTS EWEB EV Challenge 06/09/22 - EWEB’s annual Solar Car challenge has been rebranded as the “EV Challenge” and includes participants from 4J, Bethel, Springfield, and McKenzie school districts. Funding is jointly provided by Greenpower and Clean Fuel Credits. EWEB developed and shared educational content with participating educators which included info on EWEBs resource portfolio, carbon, TOU, customer programs, and climate leadership. The purpose of the project is to generate enthusiasm for science and improve students’ understanding of science concepts, particularly aerodynamics, design, transportation, renewable energy concepts, engineering, gravity, and friction. The event grant of \$20,607 provided funding for classroom materials, training, challenge day materials and other costs.</p>	\$20,607
	<p>EWEB ENERGY SHARE Bake Sale 05/25/22 – EWEB staff coordinated an internal bake sale to raise money for EWEB’s Energy Share Program. Twenty-three people provided the goodies that helped raise \$1169. Energy Share funds are used by customer service staff to help customers who are in need of assistance but do not qualify for standard assistance programs.</p>	\$1169
	<p>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 ran 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. In total, employee gifts were designated to over 50 different organizations, including EWEB's Energy Share program.</p>	\$17,380
	<p>COLUMBIA RIVER PUBLIC UTILITY DISTRICT Mutual Aid 04/12/22 - EWEB dispatched a two-person crew with a bucket truck to assist with repairs and restoring electric service for Columbia River Public Utility District, which serves customers in Columbia County, north of Portland. The assignment to Columbia County lasted two days.</p>	\$19,805
Q2 TOTAL		\$58,961



COMMUNITY INVESTMENT | Q2 2022

APPENDIX G







Q1 	<p>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/</p>	\$400
	<p>JAN-JUNE 2022 EDUCATION GRANTS Eugene 4J School District Bethel School District McKenzie School District Springfield School District</p>	\$130,000 \$40,500 \$11,000 \$24,500
	<p>PACIFIC GAS & ELECTRIC Mutual Aid 12/30/2021-01/06/22 - 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. <i>*The cost was underreported in quarter one. The amount has been updated.</i></p>	\$261,946*
	Q1 TOTAL	\$468,346



COMMUNITY INVESTMENT | Q2 2022

APPENDIX G




CUSTOMER SOLUTIONS PRODUCTS AND SERVICES



ENERGY EFFICIENCY INCENTIVES		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives – Residential Q2 – 355 residential projects. Q1 - 310 residential projects.	\$275,981	\$600,198			\$876,179
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Non-residential Q2 – 37 commercial projects. Q1 - 27 commercial projects.	\$98,367	\$383,104			\$481,471
	EWEB ENERGY EFFICIENCY PROGRAMS Incentives - Efficient Growth Q2 – 37 residential heating conversions. Q1- 32 residential heating conversions.	\$51,083	\$100,208			\$151,291
	EWEB ENERGY EFFICIENCY PROGRAMS Transportation Electrification Q2 – 56 residential EV chargers, 159 electric bikes, 1 commercial EV grant. Q1- 48 residential and 1 commercial EV chargers.	\$25,483	\$85,812			\$111,295
	EWEB GREENPOWER PROGRAM Solar Electric Incentives Q2 – 46 residential projects. Q1- 35 residential projects.	\$23,350	\$53,735			\$77,085
	EWEB WATER CONSERVATION PROGRAMS Hand Valve and Toilet Rebates, Septic Maintenance Incentives Q2 – 18 efficient toilets, 24 hand valves and 17 septic pumping rebates. Q1- 26 efficient toilets, 26 hand valves and 9 septic pumping rebates.	\$5,800	\$7,425			\$13,225
		\$480,064	\$1,230,482			\$1,710,546



COMMUNITY INVESTMENT | Q2 2022





APPENDIX G

LIMITED INCOME ASSISTANCE		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB CUSTOMER CARE PROGRAM Limited Income Energy Assistance Q2 – 1,072 customers served through ECC program (\$300,160) and 306 through Energy Share (\$68,627). Q1 - 1,909 customers served through ECC program (\$534,520) and 240 through Energy Share (\$40,050).	\$574,570	\$368,787			\$943,357
	EWEB LIMITED INCOME ASSISTANCE Electric Line Repair Grants (Income eligible) Q2 – 2 projects. Q1 - 2 projects.	\$6,753	\$1,860			\$8,613
	EWEB WATER CONSERVATION PROGRAMS Water Line Repair Grants (Income eligible) Q2 – 8 projects Q1 - 5 projects.	\$11,913	\$23,858			\$35,771
		\$593,236	\$394,505			\$987,741

HOLIDAY FARM FIRE INCENTIVES AND GRANTS		Q1	Q2	Q3	Q4	TOTAL YTD
	WATER SOURCE PROTECTION Infrastructure/Homesite Relocation Q2 – 3 residential grants to relocate homesite &/or septic away from riparian area. Q1 - 6 residential grants to relocate homesite &/or septic away from riparian area.	\$19,149	\$12,000			\$31,149
	REDUCE FIRE RISK / IMPROVE RELIABILITY Relocate Overhead Electric Service to Underground Q2 – NA Q1 - 2 residential grants to assist with undergrounding electric service.	\$14,810	\$0			\$14,810
		\$33,959	\$12,000			\$45,959

COMMUNITY INVESTMENT | Q2 2022

APPENDIX G

ENERGY AND WATER LOANS		Q1	Q2	Q3	Q4	TOTAL YTD
	EWEB ENERGY EFFICIENCY PROGRAMS Loans – Residential Q2 – 88 residential energy efficiency loans. Q1 - 80 residential energy efficiency loans.	\$403,634	\$579,442			\$983,076
	EWEB WATER CONSERVATION PROGRAMS Water Line Repair & Septic Repair/Replacement Loans Q2 – 9 water line repair projects. Q1 - 9 water line repair projects.	\$34,322	\$31,658			\$65,980
	EWEB RESILIENCY PROGRAM Generator Loan Program Q2 – 2 residential generator loans. Q1 - 2 residential generator loans.	\$6,000	\$6,000			\$12,000
	EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM Electric Service Line Upgrade Loan Program Q2 – 5 residential electric service upgrade loan. Q1 - 2 residential electric service upgrade loan.	\$5,295	\$17,944			\$23,239
		\$449,251	\$635,044			\$1,084,295



COMMUNITY INVESTMENT | Q2 2022

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SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS

TOTAL YTD \$28,211		
Q2	HOMES FOR GOOD Coleman Project at Roosevelt and Highway 99 This is a 52-unit housing project serving low-income people with criminal histories, with a total development cost of approximately \$22M.	\$18,211
	Q2 TOTAL	
Q1	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
	Q1 TOTAL	



COMMUNITY INVESTMENT | Q2 2022

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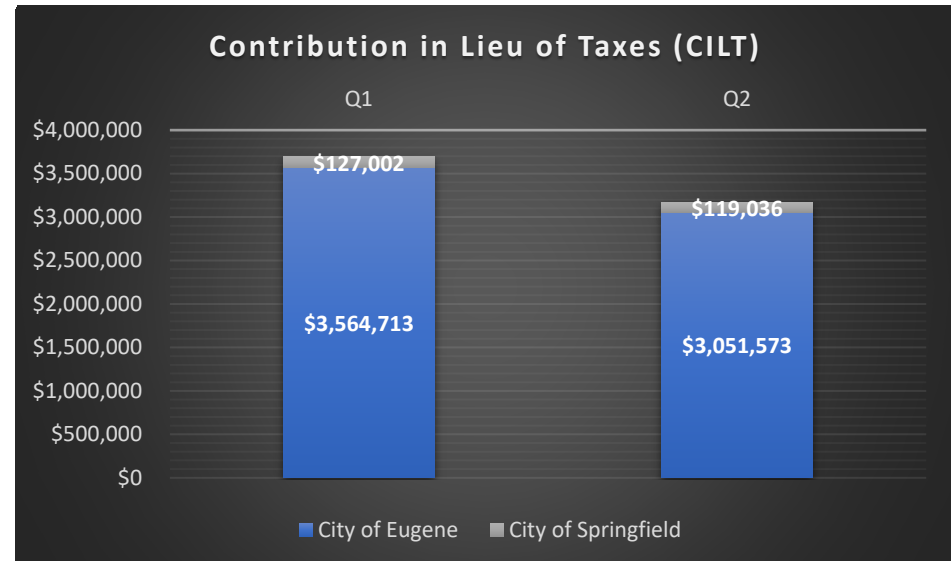


CONTRIBUTIONS IN LIEU OF TAXES (CILT)

TOTAL YTD \$6,862,324

YEAR TO DATE

City of Eugene	\$6,616,286
City of Springfield	\$246,038






COMMUNITY INVESTMENT | Q2 2022

APPENDIX G



EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

EWEB Ambassadors provided over 240 hours of services to the Community year to date.	
Q2	<p>EMERALD VALLEY ROTARY CLUB Meeting 06/22/22 - Staff presented information on the sale and disposition of HQ.</p> <hr/> <p>DOWNTOWN ROTARY CLUB Meeting 06/21/22 - Staff presented information on electrification.</p> <hr/> <div style="display: flex; align-items: flex-start;">  <div> <p>EWEB AND LANE COUNTY Inauguration of Emergency Water Station at Lane County Fairgrounds 06/18/22 - EWEB, in partnership with Lane County, opened a new emergency water station at the Lane Events Center (Fairgrounds). Area neighbors were invited to the grand opening to see how the station works and learn about preparing for emergencies.</p> </div> </div> <hr/> <p>4J, BETHEL, SPRINGFIELD, AND MCKENZIE SCHOOL DISTRICTS EWEB EV Challenge 06/09/22 – Staff represented EWEB at EWEB’s annual EV Challenge event which included participants from 4J, Bethel, Springfield, and McKenzie school districts.</p> <hr/> <p>REV UP! EUGENE WORKSHOP Community Event / Workshop 06/07/22 - The Emerald Valley Electric Vehicle Association, EWEB, and other partners present free virtual EV workshops highlighting the benefits of owning an EV, key considerations when shopping for an EV, range, batteries and charging, and financial incentives.</p>

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<p>LEABURG LISTENING SESSION Opportunity for public feedback 05/28/22, 06/14/22, 06/25/22, 07/12/22 - EWEB is hosting listening sessions at EWEB's Lloyd Knox Park at Leaburg Lake where EWEB staff will be available to share more information about the Leaburg Canal project and hear the thoughts and concerns of customers and interested parties throughout late spring and summer.</p>
<p>ELECTRIC CAR GUEST DRIVE EV Guest Drive 05/21/22 - The EV Guest Drive event featured a wide variety of electric cars, including the Tesla Model 3 and other popular electric cars from various manufacturers. Educational representatives were available to discuss methods of charging EVs at home, work and in public. Another EV Guest Drive event will be held on August 20, 2022.</p>
<p>CITY OF EUGENE E-bike Expo 05/20/22 - EWEB staffed a table on our various programs, including our transportation electrification (Move Green) efforts and our new e-bike rebate.</p>
<p>REV UP! EUGENE WORKSHOP Community Event / Workshop 05/11/22 - EWEB provides financial support for these workshops and attends them periodically. We attended the May 11th workshop to speak on our transportation electrification (Move Green) efforts, including our May 21st EV test drive event.</p>
<p>EUGENE SCIENCE CENTER Electric Vehicle and Sustainability Show 05/07/22 - EWEB provided a presentation on our transportation electrification (Move Green) efforts and staffed a table on all our general programs from 10-4 pm at the Eugene Science Center.</p>
<p>ST. VINCENT DE PAUL'S IRIS PLACE EV Car Sharing Grand Opening Event 05/06/22 - EWEB's partnership with Forth Mobility brought three electric car sharing stations to Eugene, including a dedicated station for residents of St. Vincent de Paul's Iris Place.</p>
<p>350 EUGENE "Plug Into the Future" Town Hall 04/24/22 - EWEB provided a speaker to present on EWEB's EV programs and staffed an information table from 2-4 pm. The event took place at the Campbell Community Center.</p>

COMMUNITY INVESTMENT | Q2 2022

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Q1	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.
	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.



COMMUNITY INVESTMENT | Q2 2022




APPENDIX G



VOLUNTEER EFFORTS AND EVENTS (UNPAID)





EWEB employees, friends and families have volunteered in the Community at least 20 hours year to date.	
Q2	<p>EWEB ENERGY SHARE</p> <p>Bake Sale</p> <p>05/25/22 – EWEB staff coordinated an internal bake sale to raise money for EWEB’s Energy Share Program. Twenty-three people provided the goodies that helped raise \$1169. Energy Share funds are used by customer service staff to help customers who are in need of assistance but do not qualify for standard assistance programs.</p>

UPCOMING AND/OR COMMITTED EFFORTS AND INVESTMENTS

	<p>JUL-DEC 2022 EDUCATION GRANTS</p> <p>Eugene 4J School District</p> <p>Bethel School District</p> <p>McKenzie School District</p> <p>Springfield School District</p>	<p>\$130,000</p> <p>\$40,500</p> <p>\$11,000</p> <p>\$24,500</p>
	<p>BUTTE TO BUTTE</p> <p>Annual Road Race</p> <p>07/04/22 - EWEB provided technical support for the annual Butte to Butte road race on July 4 (water quality sampling and day of support connecting two water station sites to the point of delivery).</p>	
	<p>WEST LANE OREGON DEPARTMENT OF FORESTRY</p> <p>Electrical Power Line Safety Demonstration / Training</p> <p>07/13/22 - EWEB staff presented a demonstration of the EWEB Electric Trailer focused on electrical power line safety in regard to wildland fire fighting to a group of 35 ODF employees.</p>	







COMMUNITY INVESTMENT | Q2 2022

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	<p>CITY OF EUGENE AND EVENT CONTRACTORS Eugene Riverfront Festival and World Athletics Championships Oregon 22 07/15/22-07/24/22 - EWEB is providing a variety of services to support the Eugene Riverfront Festival that welcomes the world to Eugene for the first ever World Athletics Championships on U.S. soil, in addition to support services for the event itself.</p> <ul style="list-style-type: none"> • Ensuring appropriate water/electric service, including advising event coordinators on service needs and best practices, particularly around event water stations that are not provided by EWEB. • Planning for emergency response, including use of the incident command system and access for troubleshooting and service restoration at both events. • Ensuring we do not have construction activities in any major transportation corridors to/from the events. • EWEB is providing drinking water for the Eugene Riverfront Festival using our Drinking Water Distribution Trailer, which will be hosted by EWEB Ambassadors. • Providing use of the Headquarters North Building and main parking lot for Riverfront Festival volunteers and event contractors, Revere. • Security is providing badging for festival volunteers using the North Building and monitoring HQ property for the duration of the festival for both physical security purposes and to ensure continued access of the main building and reserved parking for employees and renters. • Cash donation of \$4k to support the festival. <p><i>*Includes estimated hours for EWEB Ambassadors hosting the Drinking Water Distribution Trailer</i></p>	<p>~\$42,500*</p>
	<p>SPECIAL OLYMPICS OREGON Bocce Regional Competition 07/20/22 - 33 EWEB volunteers kept score, measured distances, and determined points for each round. The event was 1 of 13 regional championship competitions in the sports of athletics, bocce, golf, and softball for Special Olympics Oregon athletes in the summer season. There were athletes from 7 local programs competing in this bocce competition. The event was an opportunity for athletes to showcase their skills and have fun!</p>	
	<p>LANE COUNTY FAIR Water Booth 07/20/22 – 07/24/22 - EWEB will be providing equipment and volunteers for the Lane County Fair water booth in partnership with SUB and Rainbow Water District.</p>	
	<p>JEFFERSON-WESTSIDE NIEGHBORS Annual Picnic 07/26/22 - EWEB staff will be on hand to provide information on Emergency Water Stations and the College Hill Reservoir project.</p>	

COMMUNITY INVESTMENT | Q2 2022

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	<p>EUGENE MISSION Open House August – Date TBD - 2021 Greenpower Grant recipient to install a 14.62 kW solar electric system on an existing facility that provides a culinary training kitchen for vocational and life skills training for residential guests at The Eugene Mission. Other aspects of their project include a gleaning food rescue program that reduces food waste in our community, along with a classroom, computer lab, and a family therapeutic day use area for their guests.</p>	
	<p>HOMES FOR GOOD Community Night Out 08/11/22 from 4-7 pm at Alton Baker Park. Homes for Good is Lane County’s housing agency and provides access to affordable and subsidized housing to low-income individuals and families. The 3rd Annual Community Night Out celebration will feature a community resource fair, games and activities for kids, music, BBQ provided by Homes for Good, fun raffles and more. EWEB will have 2 team members hosting a table.</p>	
	<p>ELECTRIC CAR GUEST DRIVE EV Guest Drive 08/20/22 - The EV Guest Drive event will feature a wide variety of electric cars. Educational representatives will be available to discuss methods of charging EVs at home, work and in public.</p>	
	<p>FRIENDLY AREA NEIGHBORS & SOUTH HILLS NEIGHBORHOOD ASSOCIATION Annual Picnic 08/21/22</p>	
	<p>DOWNTOWN NEIGHBORHOOD ASSOCIATION Meeting 08/27/22</p>	
	<p>SE NEIGHBORS Annual Picnic 09/17/22</p>	



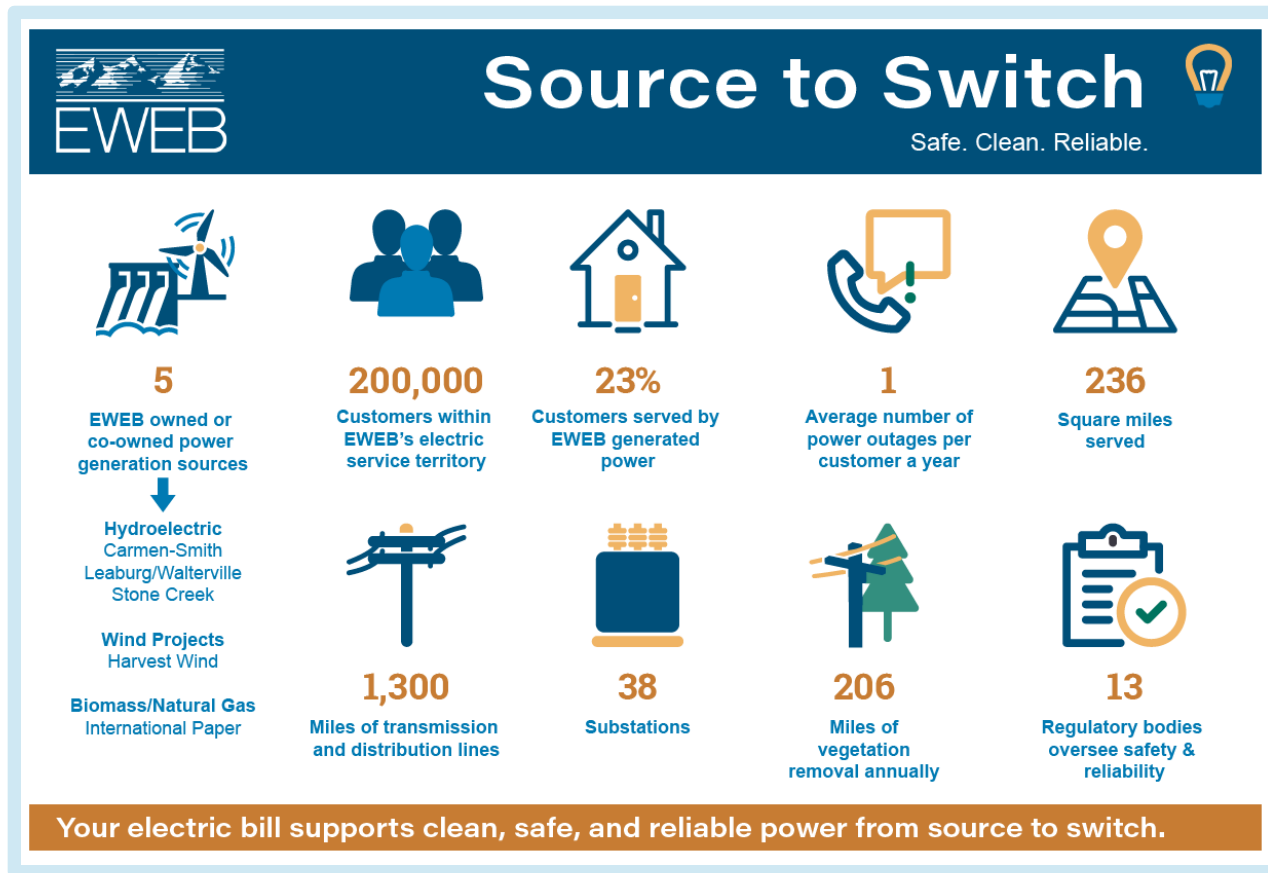
ELECTRIC DIVISION | Q2 2022

APPENDIX H

ELECTRIC DIVISION DETAILS

Electric safety & reliability from Source to Switch!

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



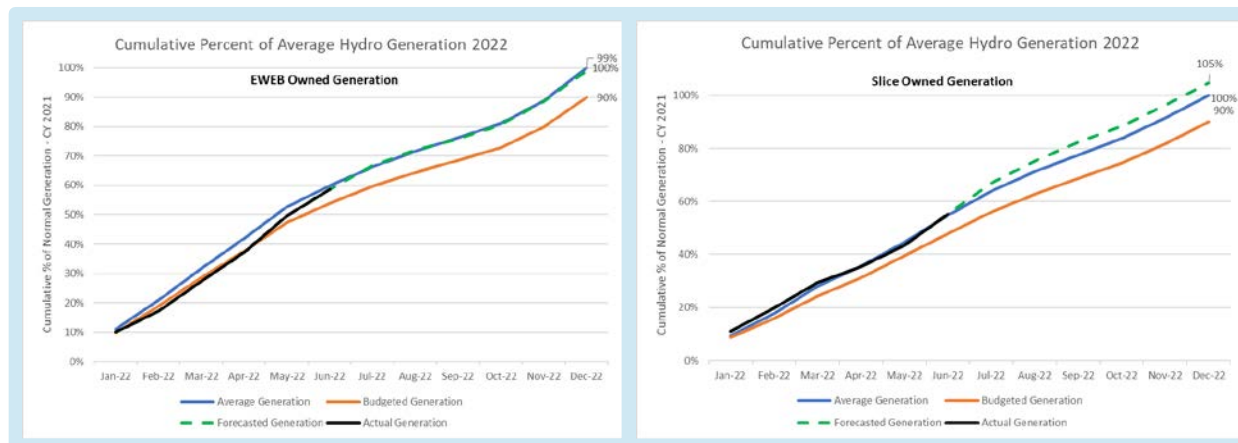
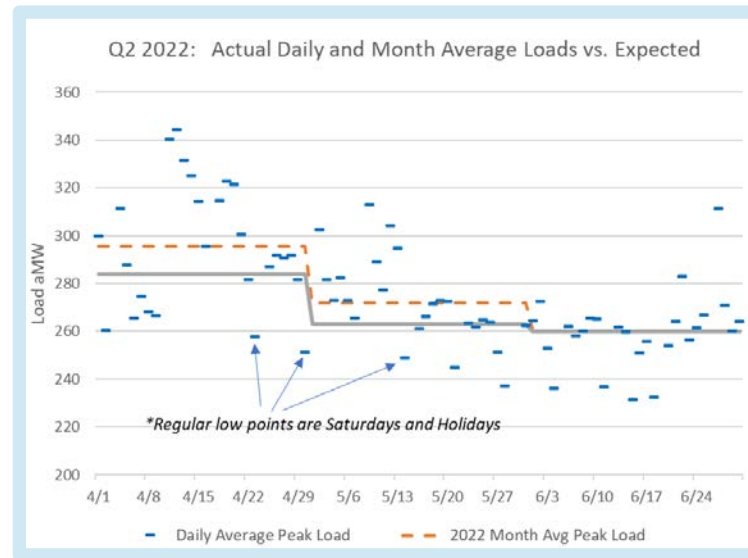


ELECTRIC DIVISION | Q2 2022

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Source

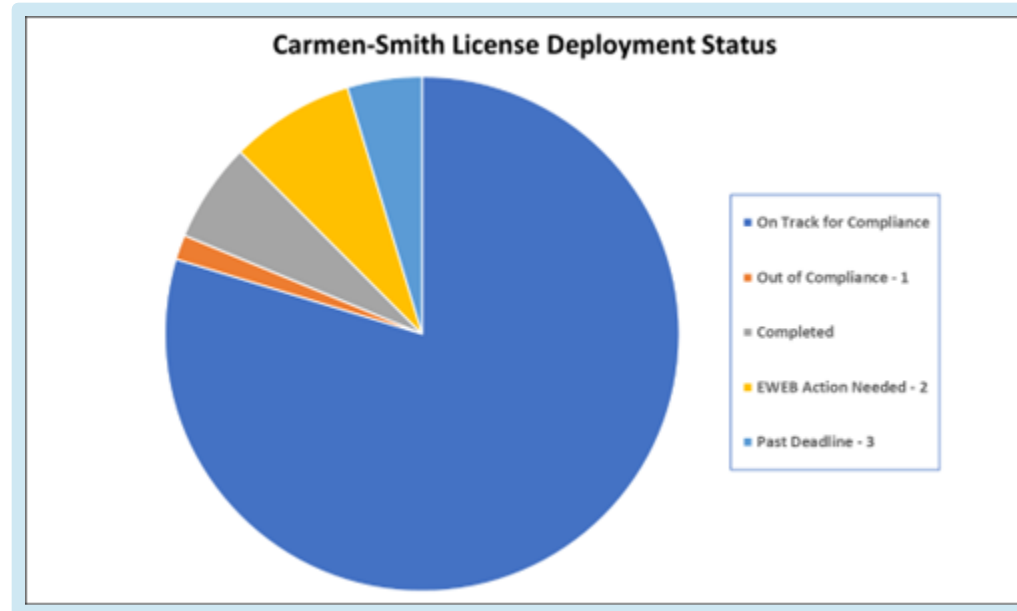
EWEB has many sources of power generation that require careful attention to ensure our resources remain available and safe for use and comply with multiple agency regulations while mitigating the impact of resource use on our environment. To achieve this, staff from multiple departments work to monitor 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.





ELECTRIC DIVISION | Q2 2022

APPENDIX H



1 – Required cultural protection sign at Ice Cap Creek Campground is past installation deadline. FERC has not issued notice of violation.

2 – EWEB action is needed to get project on track and return to compliance (Carmen Diversion Reservoir Habitat, Carmen Diversion Flow Release Structure, Upstream and Downstream Fish Passage at Trail Bridge Dam). Extension of Time Requests (EOT) will need to be submitted or resubmitted.

3 – Past License required deadline. EOT request submitted, but FERC has not yet responded.

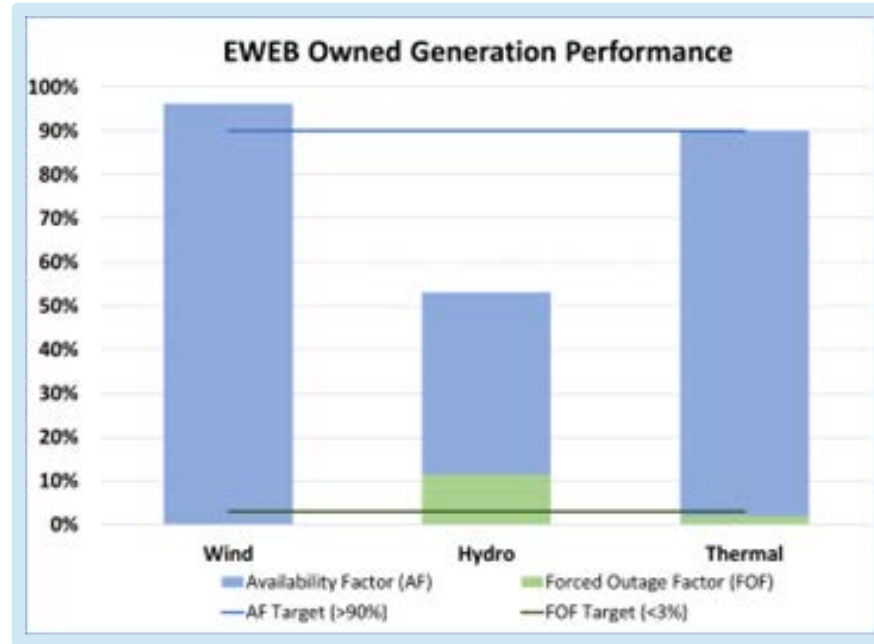
Production

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 | Q2 2022

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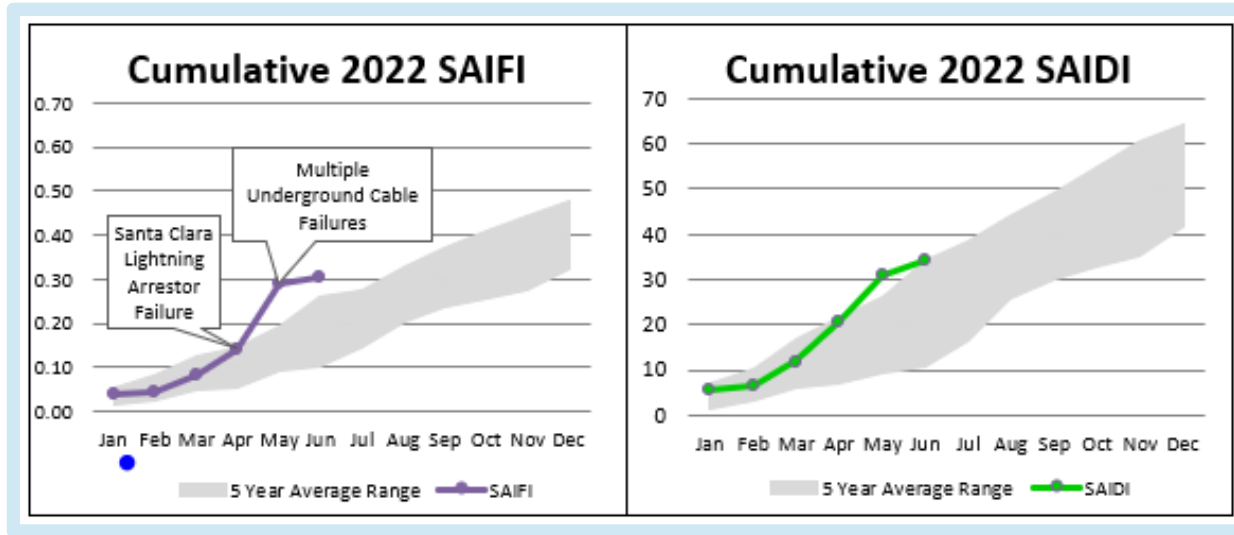
Transmission & Distribution

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.

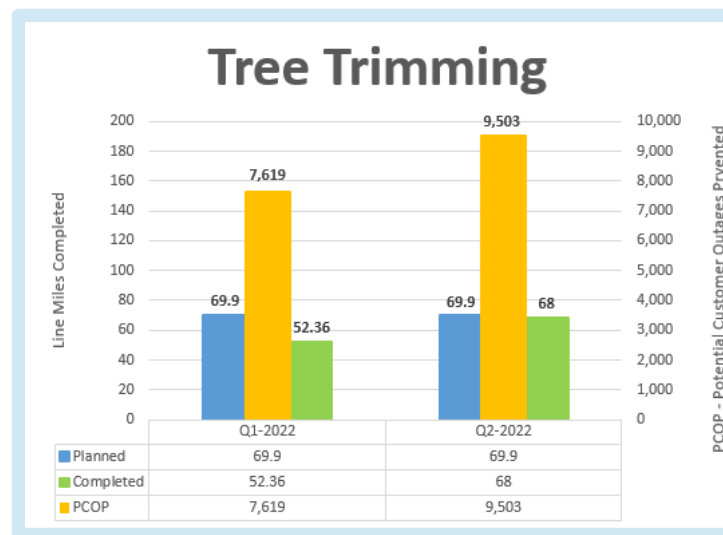


ELECTRIC DIVISION | Q2 2022

APPENDIX H



- Lightning arrestor failure on Santa Clara Substation Feeder (which was also back feeding River Road Feeder due to April Transformer Failure) – 2,400 customers for 2 hours.
- Four Underground Cable Outages totaled 151,000 outage minutes (two of which were at feeder level)



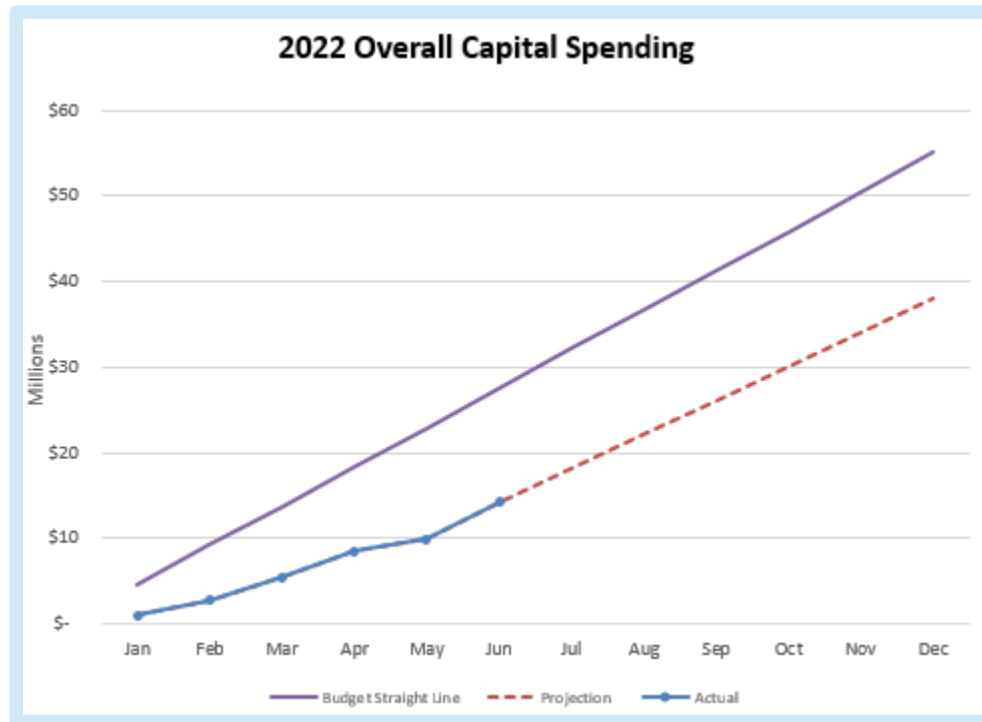


ELECTRIC DIVISION | Q2 2022

APPENDIX H

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.

Support Services

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

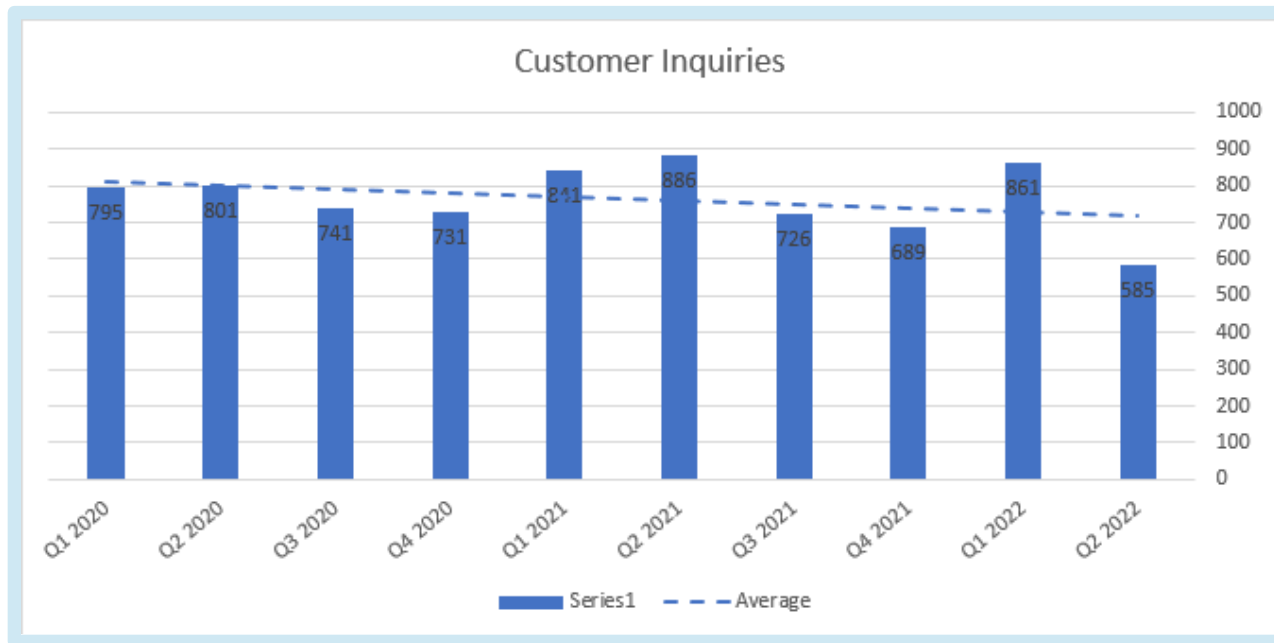


ELECTRIC DIVISION | Q2 2022

APPENDIX H

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.



ELECTRIC DIVISION | Q2 2022

APPENDIX H

Dept	Category	Metric	Q1	Q2	Explanation for Not Meeting Target
Substation	Customer Response:	Complete all NERC battery testing in Q1	●	●	
	Work Queue:	Complete Power Transformer Maintenance	●	●	Competing Emergent Work
Relay	Customer Response:	Test 100% of all NERC Devices	●	●	Competing Emergent Work
	Work Queue:	Test 100% of non-NERC Devices	●	●	Competing Emergent Work
Transformer	Customer Response:	Stage crew material within 24 hours of request	●	●	
	Work Queue:	Prepare Scrap Material Quarterly	●	●	
	Work Queue:	Glove Testing	●	●	
	Work Queue:	Grounds	●	●	
	Work Queue:	Insulated Mechanical Jumpers	●	●	
	Turn Around:	Complete Live line tool testing	●	●	
Line	Customer Response:	Customer driven project "wait time" less than 3 weeks	●	●	
	Customer Response:	Line crew emergent call out less than 30 minutes	●	●	Staffing Limitations
	Customer Response:	Line crew emergent call out over 60 minutes	●	●	
	Work Queue:	Complete 100% of PM's for Network in 2022	●	●	
	Work Queue:	Complete 100% of Switch inspections on distribution system in 2022	●	●	
	Work Queue:	Complete 100% scheduled feeder PUC corrections for 2022	●	●	Competing Emergent Work
	Safety:	Reduce lost time days below 3-year average for section 321	●	●	
	Safety:	Complete / turn in field crew tailboards throughout 2022	●	●	Performance Issues
Meter	Work Queue:	Site Visits/PUC audits	●	●	



ELECTRIC DIVISION | Q2 2022

APPENDIX H

	Work Queue:	Meter Testing (SPh) meters coming to shop - new	●	●	
	Work Queue:	Meter Testing (3Ph) meters coming to shop - new	●	●	
	Work Queue:	Meter Testing Refurbished (SPH & 3Ph)	●	●	
	Work Queue:	Tamper Checks	●	●	
	Work Queue:	Recheck New installed CT jobs	●	●	
	Work Queue:	Investigating zero consumption	●	●	
Vegetation Management	Customer Response:	8-week Back log for plan	●	●	
	Work Queue:	Vegetation Plan	●	●	Staffing Limitations
	Work Queue:	Wildfire Plan	●	●	
	Turn Around:	Customer Tags response	●	●	
Landscape	Customer Response:	Incoming Jobs - 15-20 per quadrant (Internal)	●	●	
	Work Queue:	Contractor mowed & inspected	●	●	
	Work Queue:	Cycles of Daily work (Spring & Summer- mowing/ Winter & Fall Quadrants	●	●	
	Turn Around:	Customer Jobs Turnaround Time (External)	●	●	
Dispatch	Training:	Transmission Operator Certification Training - 300 hours per year	●	●	
Electric Operations	Customer Response:	First Responder Emergent Call out Response	●	●	
	Work Queue:	Complete Planned Transmission Patrol	●	●	
	Work Queue:	Complete Planned Feeder Patrol	●	●	
	Work Queue:	Complete Wildfire Inspections by End of Q1	●	●	
Systems Engineering	Work Queue:	Complete all NERC battery testing review and recommendations in Q2 (April-May-June)	●	●	
	Work Queue:	Review PRC-27 relay studies	●	●	



ELECTRIC DIVISION | Q2 2022

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	Work Queue:	Transmission line clearance & loading verification	●	●	
	Work Queue:	Feeder Studies	●	●	
	Work Queue:	Complete review of current month of NERC relay testing	●	●	
	Work Queue:	Complete review of current month of Non-NERC relay testing	●	●	
	Turn Around:	Analyze relay events for mis-operation	●	●	
Distribution Engineering	Customer Response:	Customer Inquiries response within 1 business day	●	●	
	Work Queue:	Customer (Internal/External) Design Requests assigned	●	●	
	Turn Around:	High Level Estimates provided within 3 business days	●	●	
NERC Compliance	Work Queue:	Incomplete/Past Due NERC Specific Tasks	●	●	
	Work Queue:	Internal Control Tasks	●	●	
	Turn Around:	NERC Awareness Training Conducted	●	●	

WATER DIVISION | Q2 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.

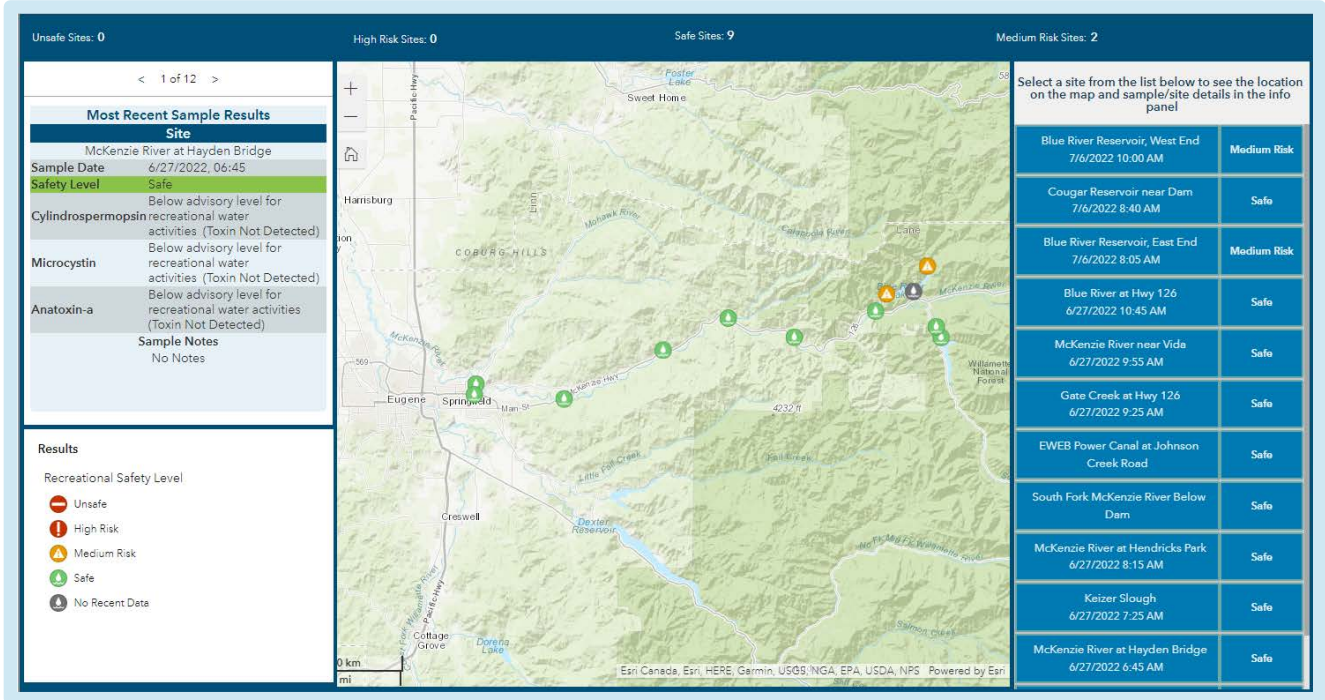
Source

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 | Q2 2022

APPENDIX I

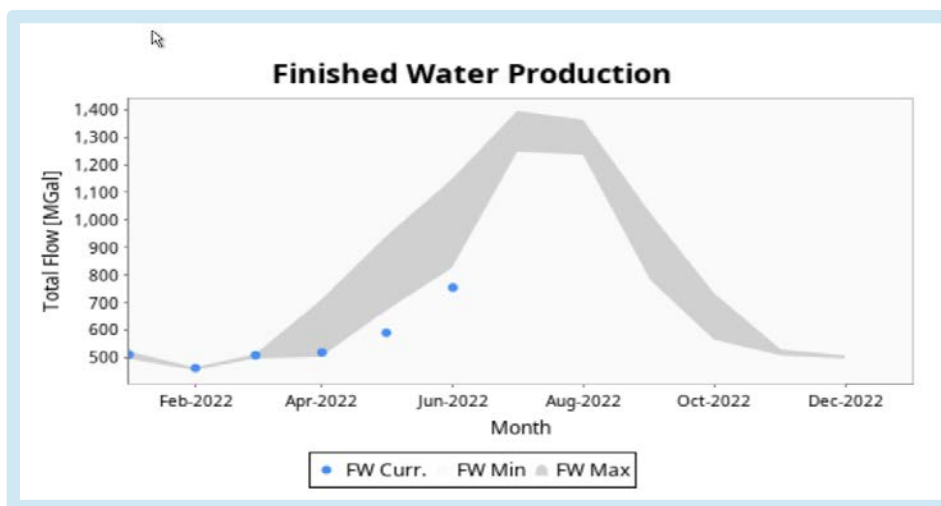
HABS Monitoring Dashboard



Production & Performance

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

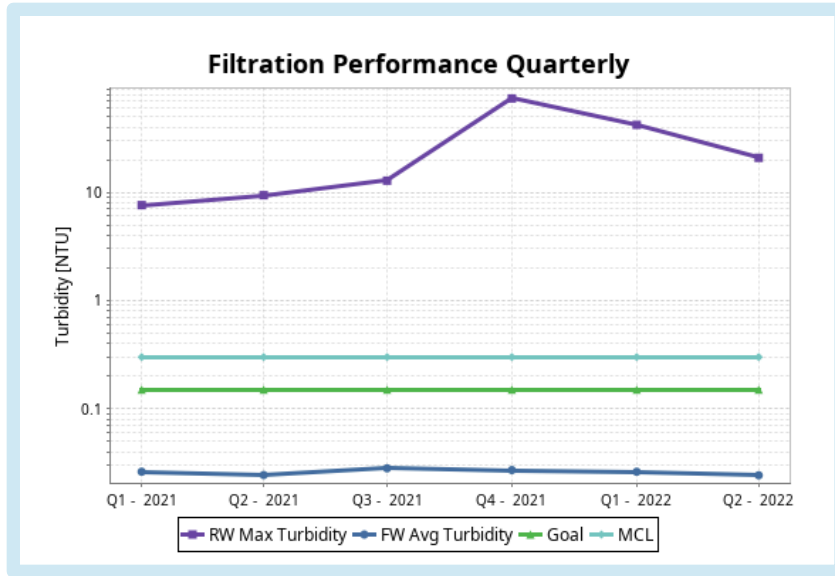
Production levels and chemical usage for the second quarter were below normal.



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 | Q2 2022

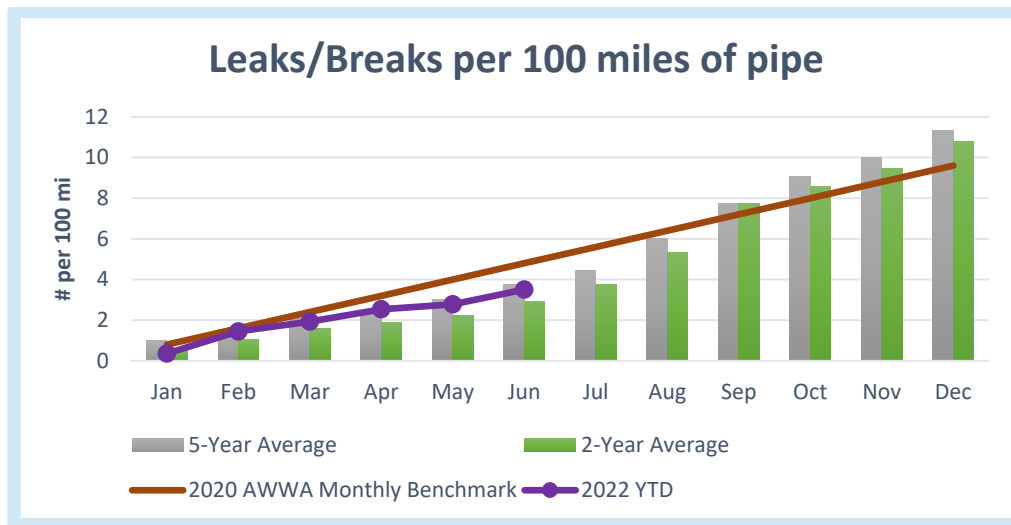
APPENDIX I



During Q2 Hayden Bridge treated two raw water turbidity events with a peak turbidity of 20.8 NTU. Typical spring turbidity is around 2 NTU. A turbidity event is defined by raw water turbidity above 10 NTU which triggers the addition of Power Activated Carbon (PAC) to avoid taste and odor issues. These events typically last several days to weeks. Despite the turbid waters all treated water exceeded regulatory standards.

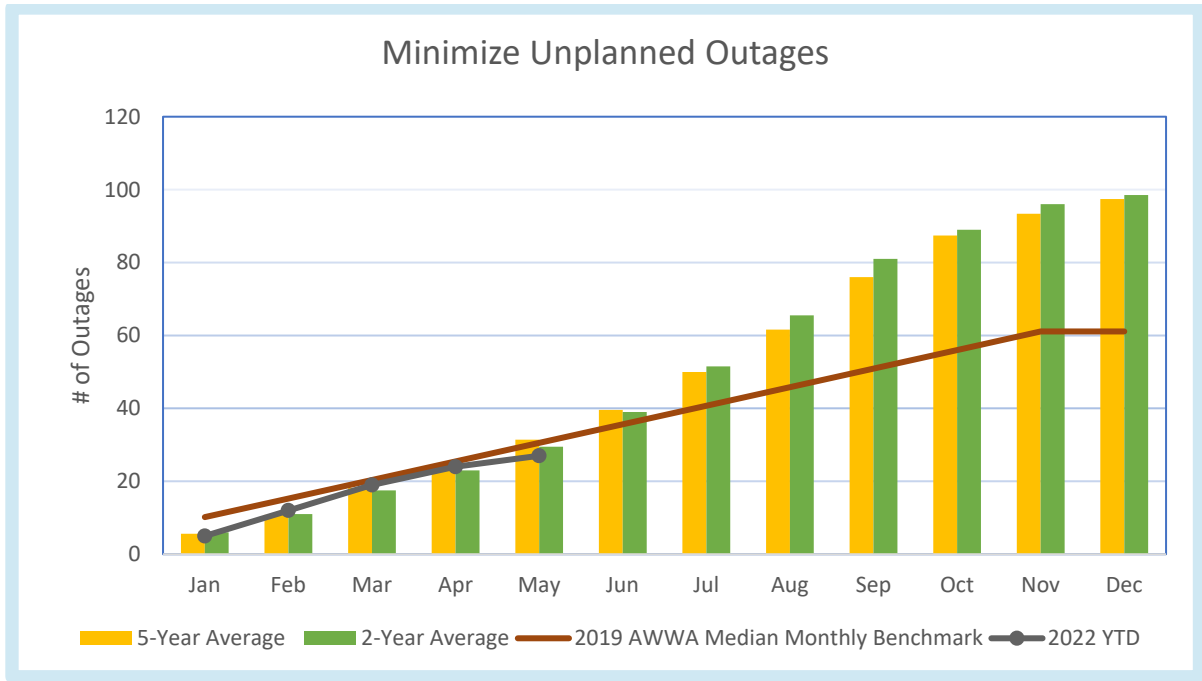
Transmission & Distribution

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.



WATER DIVISION | Q2 2022

APPENDIX I



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.

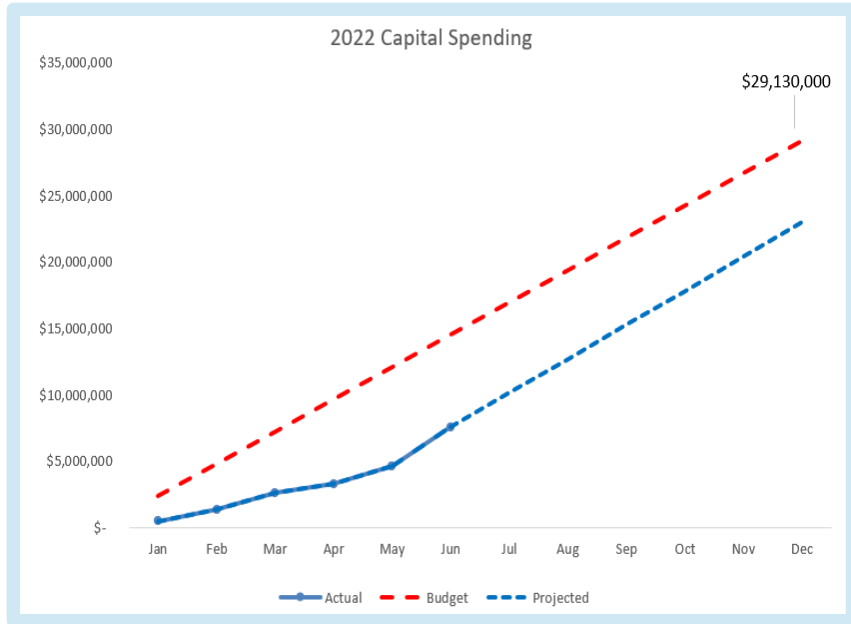
Safe Drinking Water Act	
Quarter	In Compliance?
Q2	

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.

WATER DIVISION | Q2 2022

APPENDIX I



On June 28th the Water Division hosted a tabletop exercise to test the new Emergency Response Plan (ERP). The exercise simulated a 'Do Not Drink Order' issued to the City of Eugene due to an algae toxin contamination. Communication, documentation, and the ability to locate materials utilizing the ERP in hardcopy as well as electronic methods were explored. Partners from Lane County, the City of Eugene, the Oregon Health Authority and the Army Corp of engineers took part in the exercise. Hotwash action items are compiled and are being reviewed.

Metric	2022 Goal	YTD Status	On Target
Finalize Implementation of Emergency Response Plan	Q4	In Process	
McKenzie Watershed Spill Drill	Annual	In Process	
Emergency Well Drill (2 sites)	Annual	In Process	
Exercise Emergency Intertie (EWEB, SUB, Rainbow)	Annual	In Process	
Emergency Water Treatment Trailer Exercise	Bi-Annually	In Process	
Emergency Water Distribution Trailer Exercise	Annual	Complete	
Emergency Response Plan Testing & Exercise	Annual	Complete	

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.

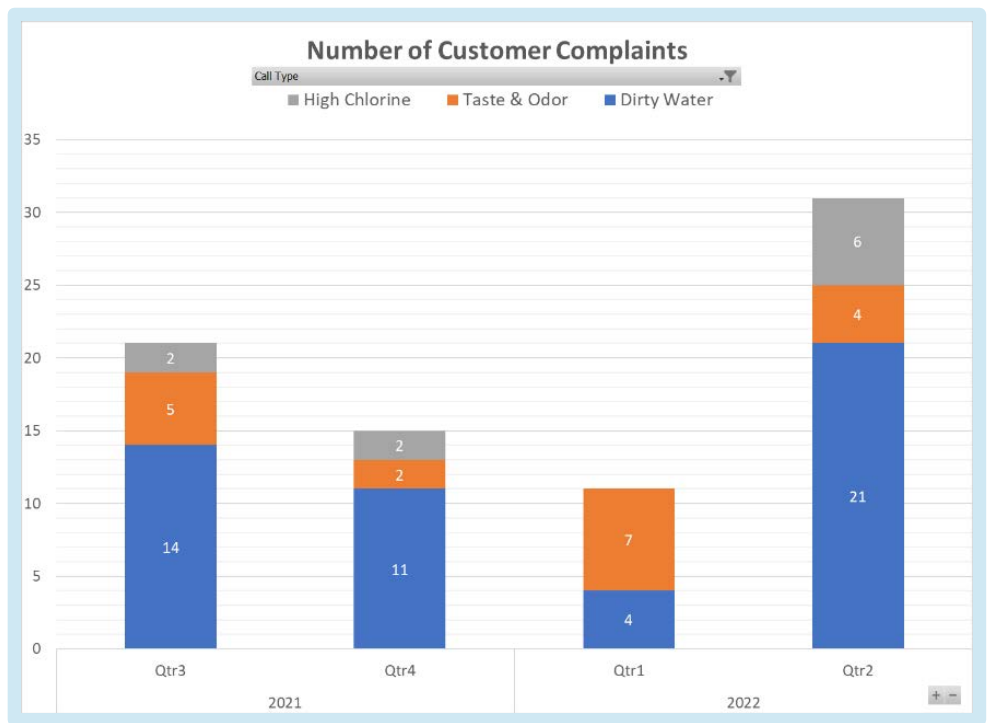


WATER DIVISION | Q2 2022

APPENDIX I

Metric	2021 Quarterly Average	Q2 2022
Number of New Service Requests	18	19
Design Time (Avg)	5 Days	5 Days
Time Waiting on Customer (Avg)	21 Days	29 Days
Construction Time (Avg)	20 Days	9 Days

High chlorine taste/odor issues were higher in Q2 this year than last. Flow was unusually low and water temperatures started to increase into June. This older, warmer water causes the chlorine to be more noticeable, and so an increase in taste complaints was not unexpected. The actual chlorine residual was unchanged and safe at all times.

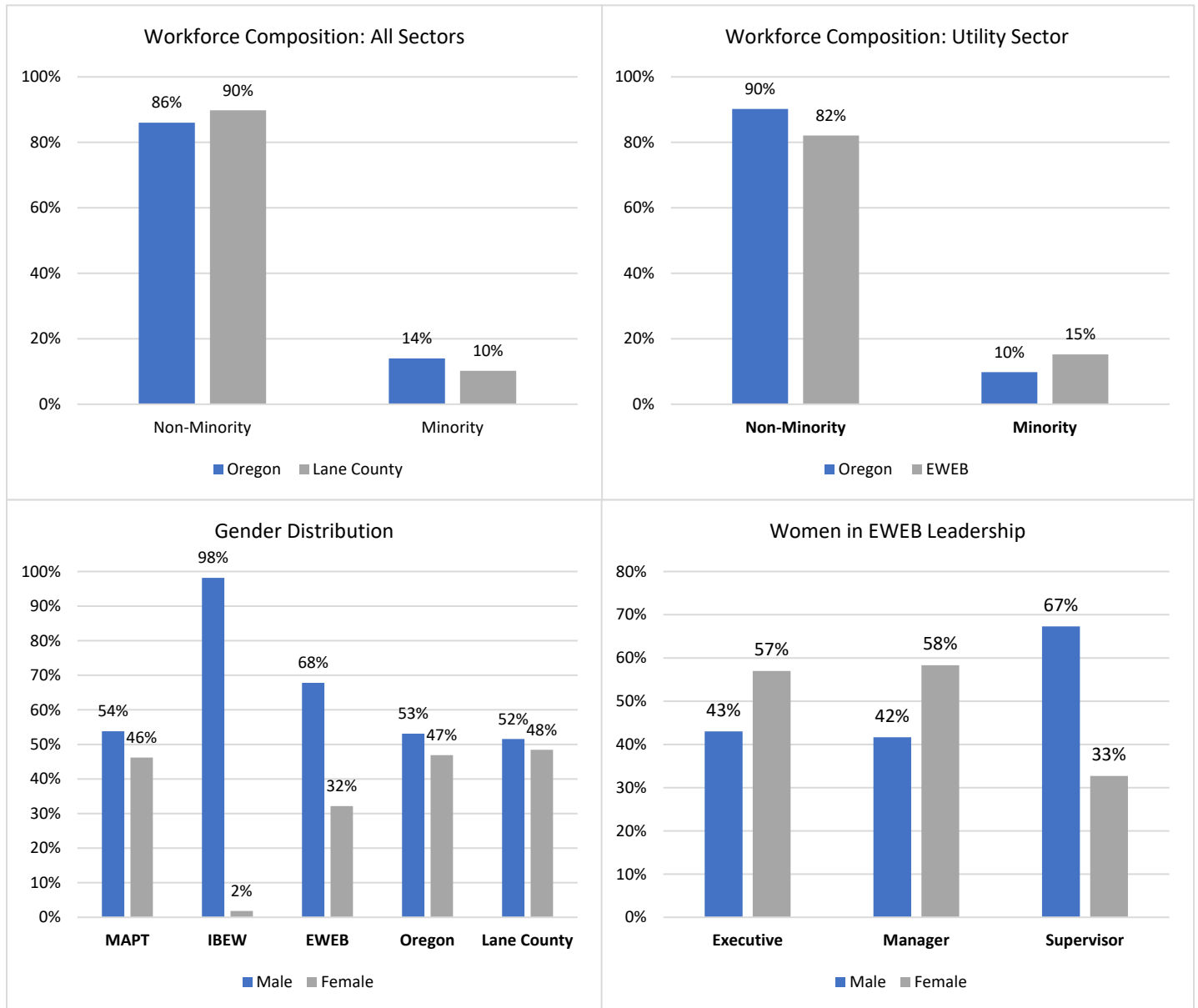


WORK FORCE COMPOSITION | Q2 2022

APPENDIX J

Q2 WORKFORCE COMPOSITION

The following charts are demographic snapshots of EWEB's workforce composition as compared to that 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 | Q2 2022

APPENDIX J

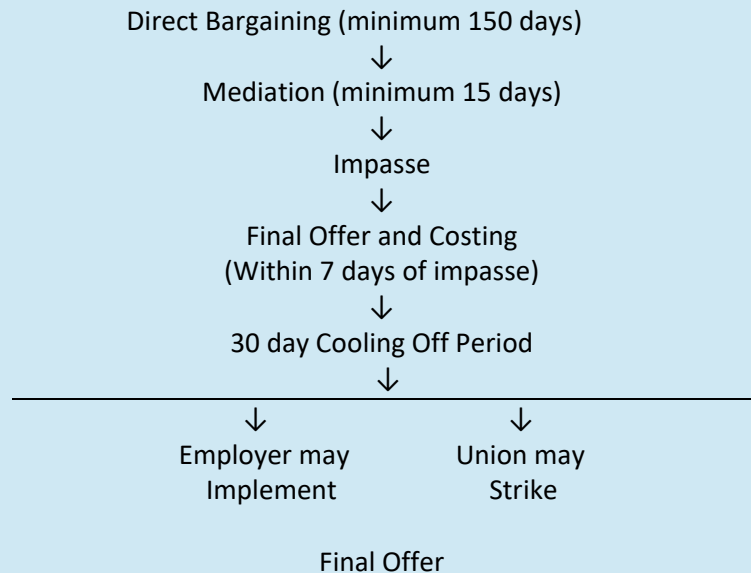
RECRUITING – APPLICANT DIVERSITY

Diversity Applicants by Step

	Total Applications	Did not qualify	Met Minimums	Phone Interview	Final Interview	Offer/Hire
2022-Q2	355	106	159	7	71	12
% Female	18%	29%	13%	29%	10%	42%
% Veteran	8%	6%	7%	14%	14%	0%
% Minority	18%	15%	24%	29%	11%	8%
2022-Q1	498	115	243	18	89	33
% Female	36%	34%	35%	72%	29%	42%
% Veteran	6%	5%	5%	11%	10%	0%
% Minority	20%	17%	19%	39%	26%	21%
<i>*Gender identity is selected by candidate. Reporting numbers are based on which gender the candidate identifies as.</i>						

WORKFORCE MANAGEMENT – COLLECTIVE BARGAINING AGREEMENT

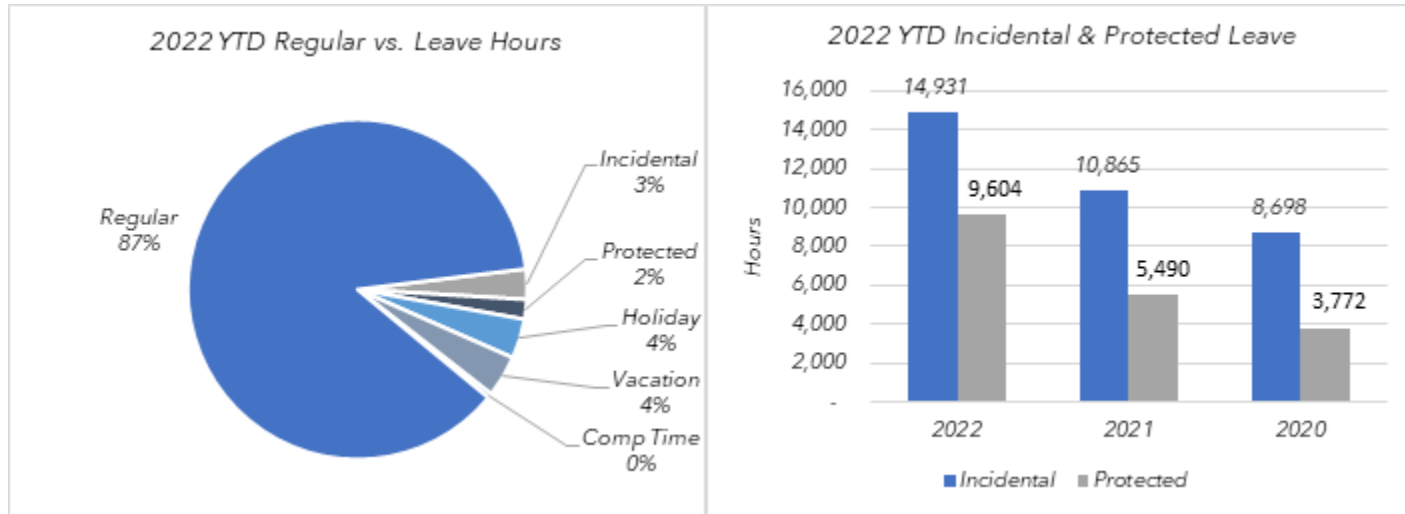
Model of the statutory bargaining process



WORK FORCE COMPOSITION | Q2 2022

APPENDIX J

BENEFITS PROGRAM MANAGEMENT – LEAVE UTILIZATION



Incidental sick leave absences, including vacation and comp time, represents only a fraction of available work time and therefore continues to indicate minimal disruption risk.

* Incidental leave includes protected Oregon sick leave entitlement

Incidental sick leave usage increased by 37% as compared to 2021 YTD. This coincides with the spike in COVID subvariants and other communicable illness in the first half of 2022 as mandates were lifted. Protected leave utilization rose by 75% compared to 2021 YTD; this aligns with delays in medical care.

CUSTOMER DIVISION | Q2 2022

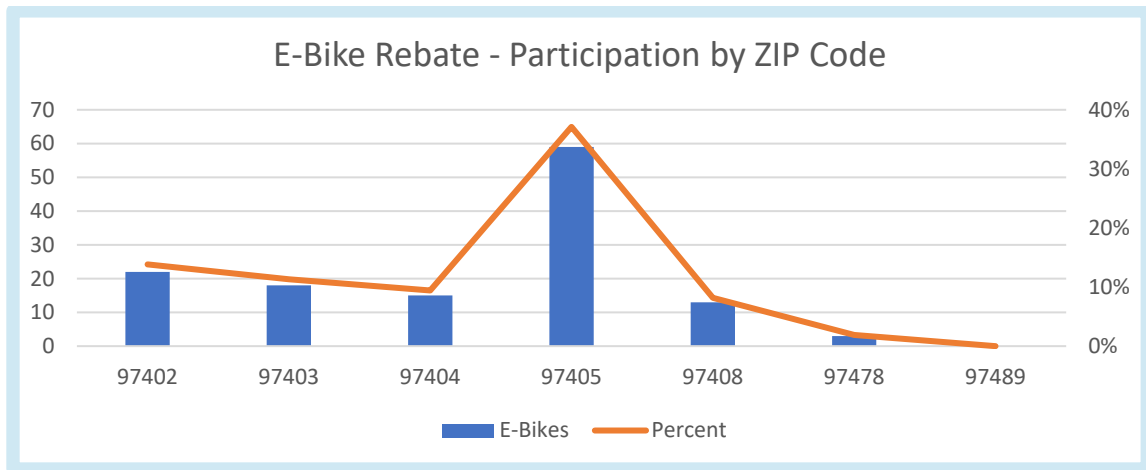
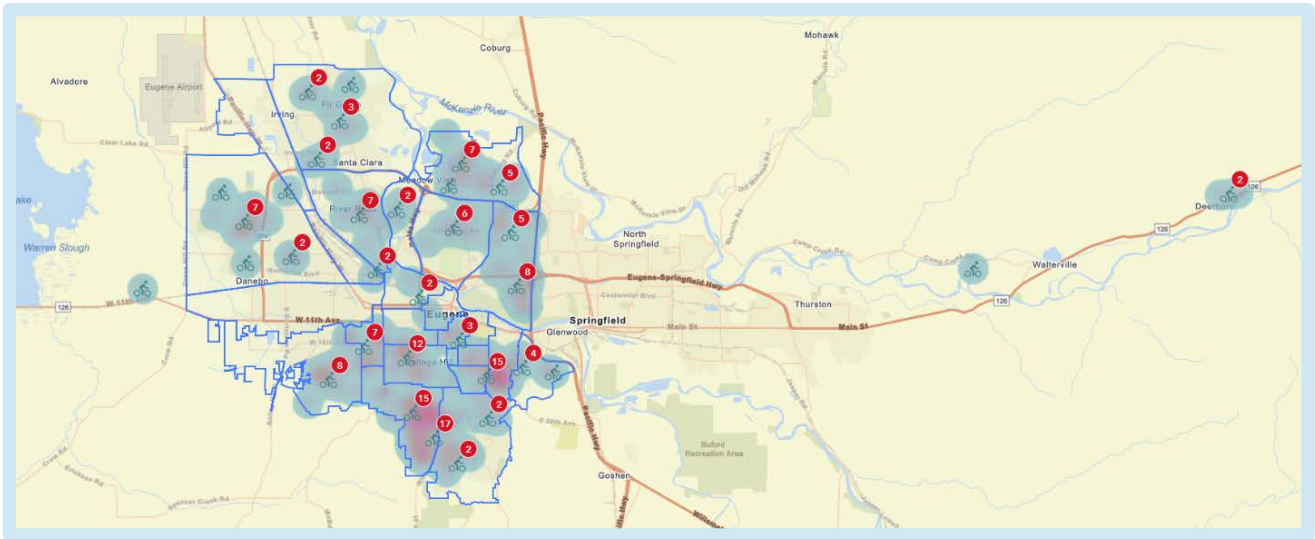
APPENDIX K

MOVE GREEN

Electric Bicycle Rebate

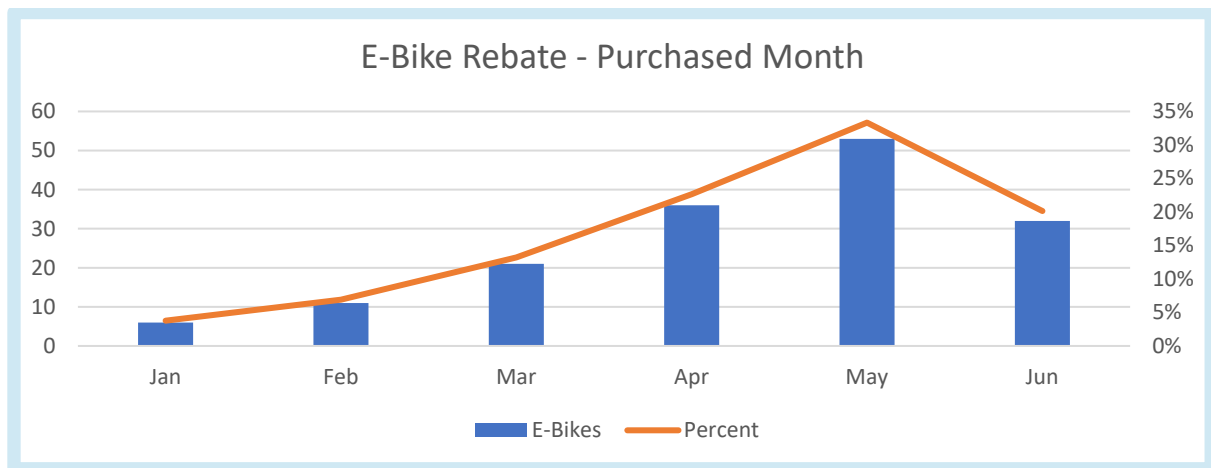
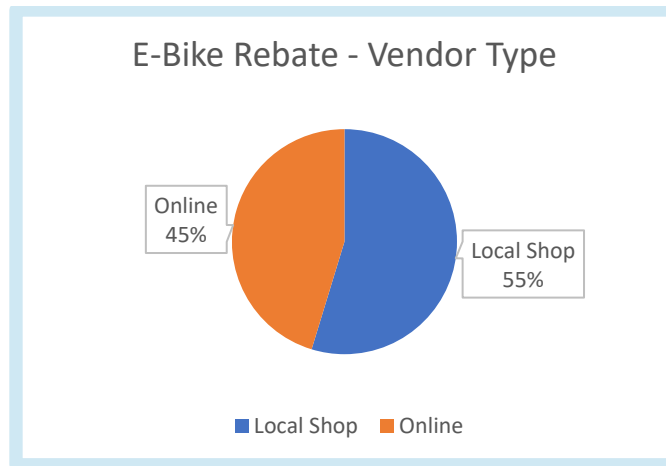
159 rebates in Q2 2022

Program was launched on April 22nd



CUSTOMER DIVISION | Q2 2022

APPENDIX K



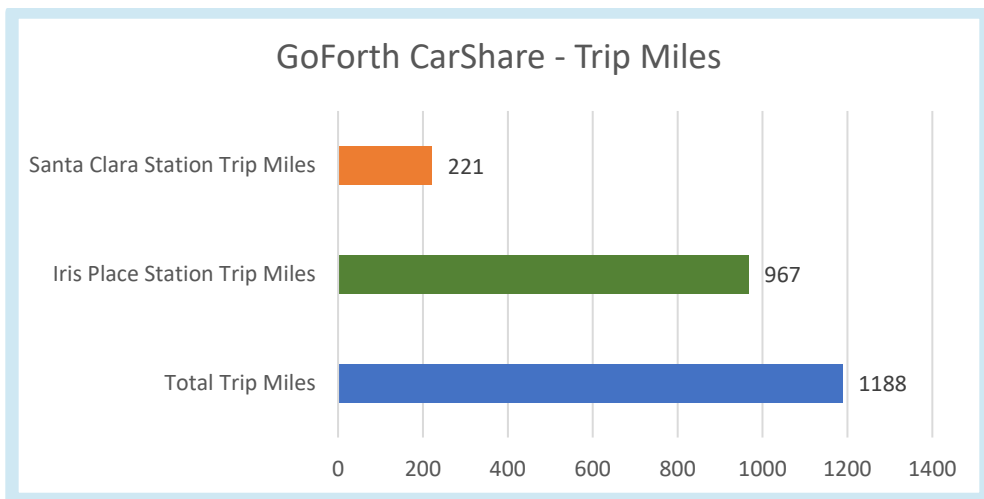
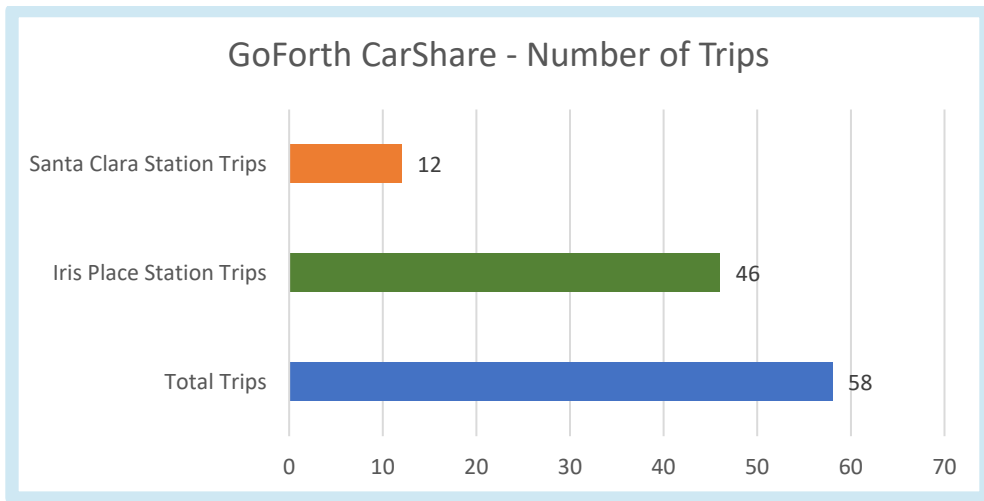


CUSTOMER DIVISION | Q2 2022

APPENDIX K

GoForth CarSharing – EV Car sharing

- Partnership with Forth, Saint Vincent de Paul, City of Eugene, and Lane Transit District
- Part of a larger network in Oregon across 5 different cities
- Two current locations in Eugene with one new one in downtown coming in late July
 - **Lane Transit District-Santa Clara Station**, [43 Green Lane, Eugene, Oregon 97404](#), 2019 Nissan LEAF, 150 miles range
 - **Saint Vincent de Paul-Iris Place**, [1531 River Rd, Eugene, OR 97404](#), 2019 Nissan LEAF, 150 miles range (Number 1 utilized station in the entire Oregon program!)

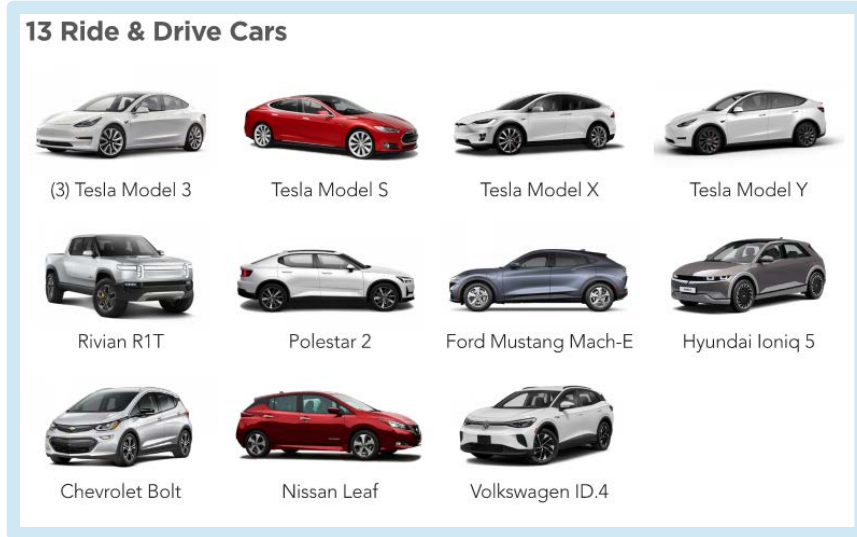


CUSTOMER DIVISION | Q2 2022

APPENDIX K

Electric Car Guest Test Drive Event – May 21st

- Partnership with Emerald People’s Utility District and City of Eugene



- Goal was 125 drivers, 148 actual drivers

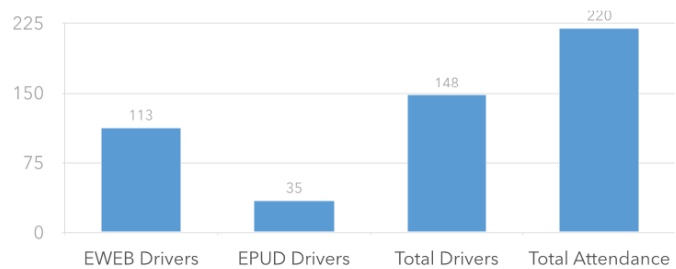
Attendance

Total Net Registrants: 214
(after de-dupes, cancellations)

Total Attendees who drove: 148

Attendance Goal: 125

Drivers usually represent a couple or family. Total number of attendees including non-driving family members is about double that number.





CUSTOMER DIVISION | Q2 2022

APPENDIX K

CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

Additional Data

Total MWHs	5,652	57% of annual target (10,000), large projects are scheduled for completion later this year.
Peak MWHs	1.31	105% of target (1.25)
Rental Project vs. Total Residential	19% of residential projects	70 rental EE projects, 35 LI and 355 total
	17% of residential savings	113 MWh rental, 53 LI out of total of 518 Residential




CUSTOMER DIVISION | Q2 2022

APPENDIX K

COMMUNICATIONS AND MARKETING

Social Media Performance

 **21,200** People reached
2,046 Page visits
68 New followers

 **7,145** People reached
174 Page visits
41 New followers

Top posts:

4.2k people reached
61 engagements

 **Eugene Water & Electric Board**
Published by Adam Spencer · May 6

EWEB is proud to announce a new Electric Vehicle (EV) car-sharing program we're launching with [Forth Mobility](#) and [St. Vincent de Paul Society of Lane County](#)! Residents of Iris Place - like Amy here - will now have access to a Nissan Leaf for running errands around town, going to appointments, getting groceries, and even escaping the city for an afternoon. It's part of EWEB's new Green Options program Move Green, in which we're helping EWEB customers use our 95% carbon-free el... [See more](#)




3.6k people reached
177 engagements

 **Eugene Water & Electric Board**
Published by Aaron Michael Orlovski · April 11

Not sure if the person wearing a reflective vest seeking access to your property is a utility worker? EWEB workers will always:

- Wear apparel with an EWEB logo
- Have a utility photo ID
- Drive an EWEB-branded vehicle with government license plates... [See more](#)




KLCC.ORG
In Eugene, thieves' latest ruse includes dressing up like utility workers
 A recent incident in southeast Eugene suggests burglars are posing as utility workers to ...


Website Performance

 **325,377** Pageviews
2:09 Avg. time on page

eweb.org home	98,457 page views
Pay my bill	46,830
Outage map	31,793
Join our team	8,103
Start/Stop Service	7,867
Contact us	7,663

EWEB in the Media - Top Stories

 [KVAL/KRTM - Wildfire detection gets a boost in McKenzie River Valley with new camera installation](#)

 [KLCC - Thanks to the McKenzie River, Eugene drinking water exceeds quality standards - again](#)

Priority Topics

Emergency Water Station at Fairgrounds
 1 event, 1 e-newsletter, 1 newsroom story, 9 social media posts, 4 earned media spots

Green Options launch
 21 social media posts, 6 e-newsletters, 1 newsroom story, 2 bill inserts, 2 earned media spots

EV Programs
 26 social media posts, 2 e-newsletters, 1 newsroom story, 4 earned media spots

Consumer Confidence/Water Quality Report
 29 social media posts, 1 email, 1 bill insert, 1 newsroom story, 1 earned media spot

CUSTOMER DIVISION | Q2 2022

APPENDIX K

Green Options Launch (Earth Day)

Social Media

21 posts over multiple platforms, resulting in a reach of 4.2k people and 50 engagements (likes, comments, shares, etc.)



Email Marketing

Emails announcing new Green Options programming were sent out to multiple email lists.

- Climate & Environment
- Efficiency & Conservation
- Green Options interest list

These emails had a reach of **3,349** people and resulted in a **53%** open rate and **5%** click-through rate.

Website

Website refresh including multiple new pages, updated navigation menu.

Media Coverage

KEZI covered new Green Options programming multiple times in their daily programming. EWEB pitched the story and posted in EWEB.org newsroom.



Events

EWEB staff participated in multiple events promoting Green Options programs:

- **350 Eugene** (April 24)
- **Iris Place CarShare** grand opening (May 6)
- **EV event** at Eugene Science Center (May 7)
- **E-bike Expo** (May 20)
- **EV Guest Drive** (May 21)

Bill Inserts

In June, all residential and business customers received a bill insert sharing information on new and existing programs.



Paperless bill customers also received a link with their e-bill to access the bill inserts with a message about new Green Options programming.