



MEMORANDUM

EUGENE WATER & ELECTRIC BOARD



TO: Commissioners Brown, Carlson, Barofsky, McRae and Schlossberg

FROM: John Marshall, Facility Maintenance Supervisor; Scott Milovich, Support Services Manager; Karen Kelley, Chief Operations Officer

DATE: October 6, 2022, Board Meeting

SUBJECT: Headquarters Transition Update

OBJECTIVE: Information Only

Issue

Based on the potential disposition of the headquarters property, EWEB is currently transitioning operations, staff, and equipment/technology from the headquarters site, except as decisions dictate to temporarily retain a downtown customer service presence.

Background

In 2018, following the surplus declaration of the EWEB headquarters site, staff began the design process of alternating the Roosevelt Operations Center to improve efficiencies and incorporate staff from headquarters. Modifications were completed as part of the ROC Consolidation Project in 2020. Presently, EWEB is preparing to fully vacate the building as required, depending on the future disposition of the property.

Discussion

Although it is possible for limited staff to use the headquarters site as long as EWEB retains ownership, depending on the highest and best use of the facility, the organization is preparing to transition out of the location in the following ways.

Remaining Operations

Presently, limited billing operations and in-person customer services, satellite/backup functions, and support staff continue to operate at the headquarters location. The facility accommodates in-person appointments to accept large cash payments and the management of an on-site drop-box which accepts all forms of payment except for cash. Customer Service Analysts and Customer Relationship Managers continue to meet with customers on an appointment only basis. Electric System Operations (Dispatch) and Power Trading both have satellite/backup operations located at the headquarters site until relocated to newly provisioned space within the Hayden Bridge Lab Building by year end. Supporting these limited operations are staff from the information services, cyber and physical security, and landscape/facilities departments.

Equipment, Technology, Operational Infrastructure

Presently, equipment and technology supporting EWEB's data center, fiber communications network, Electric system communications/control network, Water system communications/control network, and building security and automation equipment remain in operations at the headquarters site. Except for equipment needed to support potential limited ongoing customer operations, EWEB IS staff have initiated either the relocation of equipment to existing facilities, or the decommissioning equipment altogether. The fiber network and electric system communications/control network equipment will be relocated to the Willamette

substation south of the former steam plant. Water system communications/ control network equipment will be upgraded and relocated to multiple pump station sites. The headquarters building automation and badge security system are either modular and/or disconnected from other EWEB systems.

Transition Timing

Depending on the future disposition (sale, lease, etc.) of the headquarters building, EWEB may have limited staff stationed at the facility primarily supporting customer services and equipment/facilities until an alternative downtown site is required. All other staff will be transitioned out of the headquarters facility around year end. Most operations-supporting infrastructure removal and relocation will occur before the end of Q2, 2023, with the exception of some facilities that are required to support limited ongoing operations. In those cases, relocation of supporting equipment and technology is expected to be complete approximately 4-8 weeks after headquarters is vacated.

Other

Ongoing operating costs for the headquarters site include a variety of services and utilities, some of which are not directly related to the level of building occupancy. Presently, the major monthly expenses, including power costs for the data and communications equipment, total between \$40,000-\$50,000 per month, not including ongoing capital investments. Additionally, inclusive of the originally planning efforts, staff is engaged in assessing opportunities associated with the responsible surplus of equipment, furniture, and supplies including donations to non-profit organizations, resource recovery organizations, government wholesale auctions, and similar entities. EWEB is also considering potential options dependent on the future disposition of the facilities (sale, lease, etc.).

Recommendation(s)/ Requested Board Action

This memo is provided for information only. No Action is requested.