



# STRATEGIC & OPERATIONAL QUARTERLY REPORT | Q4 2022

March 7, 2023

*EWEB staff provides emergency water to citizen of Mapleton. Photo by Adam Spencer.*

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## EXECUTIVE SUMMARY

EWEB's 2022 organizational performance, as evaluated using operational metrics along with overall goal accomplishment, was exemplary. While continuing to recognize the importance of daily execution and our continuous obligation to serve, some significant strategic decisions were made, and substantial progress achieved on major projects and strategic initiatives. However, despite outstanding overall performance, the organization continues to pursue opportunities to improve and adapt to our changing operating, social, physical, and public policy environment.

Safety continues to be demonstrated as a core value of the organization. **Following a two-year period dominated by a worldwide pandemic, EWEB's safety metrics were the best, so far, in the organization's recent history.** The DART Rate (Days Away, Restricted or Transferred) is an OSHA mandated calculation that reflects how safe a business has been in a calendar year. The lower the DART Rate the better the company's safety performance. EWEB achieved a significant decrease in the utility's DART Rate in 2022 at 0.81, which is a 61.6% decrease (improvement) from 2021's DART Rate of 2.11 and 65.8% lower than our 3-year average of 2.37. EWEB's 2022 DART Rate is the lowest the utility has seen for more than twenty years. 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. Protected leave usage fell 5% while incidental leave usage rose 26% from 2021, attributed to the increased FTE and the spike in Omicron in Q1 of 2022. Proactive and preventative "Good Catch" reporting (a.k.a. "Close Calls" reporting) fell in 2022, primarily due to the dominance of COVID-related issues reported in 2020 and 2021. One hundred twenty-nine (129) Good Catch Reports were filed and evaluated in 2022 compared to pre-COVID levels of 59 in 2019 and 28 in 2018.



Achieving reliability indices targets was mixed in 2022. Electric outage frequency and duration were slightly elevated (worse) compared to the five-year average, primarily driven by a few larger substation outages. Distinct from reliability, EWEB's resiliency, our ability to reduce the magnitude and duration of disruptive events through risk mitigation, emergency preparedness and response, and recovery strategies, made progress in 2022 with the release and Board approval of EWEB's first formal Wildfire Mitigation Plan. The State of the Watershed report will provide more details on water source quality and protection, as well as activities with Pure Water Partners. Delivered water quality remains excellent, while reliability continues to improve in areas like breaks per 100-pipe miles, which is approaching industry benchmarks. Valve inspecting and exercising, and important preventative maintenance activity, reduced the backlog while backflow testing didn't reach the annual objective of 95% of the target assemblies tested.

Although unaudited as of this report, **EWEB managed its finances and budgets effectively within the rates established for 2022. The Electric Utility exceeded the net income budget by \$23.9 million**, primarily driven by access to additional water for surplus hydroelectric wholesale revenue. Retail electricity consumption was higher than the conservative budget, established to reflect projected lingering COVID economic impacts, by \$15.1 million. All established Board targets for Electric financial metrics were achieved except the ratio of Debt to Net Book Value of assets, which is slightly above the target of 60%, at 61%. Capital project expenditures reached only 67% of the annual budgeted amount, partially a result of delays on the Carmen-Smith relicensing project. Despite strong performance in 2022, expected inflationary pressures on the 2023 budget of \$399.2 million resulted in an increased revenue requirement (customer rate) of approximately 3.25% for 2023, approved by the Board in December.

**Water Utility 2022 net income surpassed budget by approximately \$4.0 million**, primarily driven by strong wholesale water sales to water districts, companies, and other municipalities, along with less-than-budgeted expenses of \$1.3 million. All established Board targets for Water financial metrics were achieved except the Rate of Return metric, which ended 2022 at 4.0%, slightly below the Board target range of 5-7%. Capital project expenditures were 100% of the planned budgeted amount, including significant progress on the E. 40<sup>th</sup> Reservoir project. Significant capital infrastructure investments over the next decade will drive increases in customer rates, including the 6.0% revenue requirement increase the Board approved in December, along with the 2023 Water Budget of \$74.4 million.

EWEB's organizational goals represent the importance of both operational and strategic endeavors. The first two 2022 organizational goals represent foundational fundamentals, necessary prerequisites enabling strategic pursuits. **In 2022, EWEB substantially accomplished or surpassed the objectives of all eight primary organizational goals**, including 14 of the 17 goals and nine (9) sub-goals. In 2022, EWEB made progress on capital projects, operations and maintenance, and workforce culture, including developing agreement with the IBEW on a new Collective Bargaining Agreement (completed in early 2023). Significant direction was set regarding the future disposition of the Leaburg Hydroelectric Project, EWEB's Downtown Headquarters Building, and the initial base-case results of EWEB's Integrated Resource Plan (IRP). The IRP process will continue in 2023 as the utility explores future scenarios and the sensitivities of future assumptions, eventually yielding an initial action plan. EWEB selected the technology provider, SAP, that will form the basis for the EWEB Enterprise Solutions (EES) suite of information systems, with a 2023 focus on the financial and customer platforms.

Enhancements to customer programs, along with continuous improvement in responsiveness played out in 2022. EWEB completed its first residential customer survey in several years, and demonstrated continued **improvement in call response, decreasing average hold times to 45 seconds over the last three quarters**. In 2022, EWEB serviced 120,000 calls, 14,000 in-person visits and answered over 10,000 emails from customers. EWEB provided over \$1.5M in bill assistance (\$1.3M to 4,770 customers through Customer Care and over \$230K to 1,100 customers through Energy Share). EWEB also distributes federal bill assistance through the Limited Income Home Energy Assistance Program (LIHEAP) and the new Limited Income Home Water Assistance (LIHWA) program. Between the two, **EWEB issued \$2.25 million in bill assistance to over 2,100 customers**.

As part of EWEB's "Move Green" Program, launched as part of a new environmental product line allowing customers to participate with EWEB in environmental stewardship, EWEB provided \$439,000 in incentives for 220 residential and 2 commercial EV charging stations and 974 electric bicycles. \$4.45 million in energy efficiency incentives saved EWEB customers 15,034 MWhs of annual energy and 4,360 metric tons of CO<sub>2</sub>e. EWEB performed 252 energy audits and incentivized 1,325 residential and 115 non-residential energy efficiency projects. EWEB provided water rebates to residential customers for 112 hand valves and 94 WaterSense toilets, with the toilets saving over 1.1 million gallons of water annually. Throughout the second half of 2022, EWEB made 3,341 Residential and 117 Commercial customer notifications for leaks (through automated phone calls, emails, direct dial phone calls, troubleshooter site visits, and letters), saving an estimated 16 million gallons of water.

Although all eight of the primary goals were substantially achieved, **three of the sub-goals did not accomplish the level of progress or desired outcome sought for in 2022 and will be continued in 2023**. Although internal activities supported Goal 2e, *"developing and nurturing an environment based on the principles of diversity, equity, and inclusion"*, the Board policy work was deferred and is reflected in a 2023 organizational goal. Progress on 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 has been laborious. And, while progress was made on asset and capital planning for certain electric asset families, the Goal 6b of *"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"* was not holistically achieved and will be pursued in 2023, including supplemental contracting.

From a performance perspective, EWEB had an outstanding 2022. These results came from the collaborative efforts of EWEB staff, Commissioners, suppliers, customers, and other stakeholders who have worked together. While this report does not capture completely the entire year, as it's focus was the fourth quarter, there are many accomplishments described herein. As an organization dedicated to continuous improvement, we also recognize the importance of transparent assessment and the identification of areas to improve. Thank you for your ongoing interest in EWEB, and for your support in helping us fulfill our mission to *"enhance our community's vitality by delivering drinking water and electric services consistent with the values of our customer-owners"*, now and in the future.

A handwritten signature in blue ink, appearing to read "Frank Lawson".

Frank Lawson  
CEO & General Manager

## GENERAL MANAGER'S OFFICE

### BOARD ACTION REPORT

During the months of October, November, and December the Board of Commissioners took significant actions including, but not limited to, the following:

- The Board approved revisions to EWEB's strategic plan that make clear the importance of the Utility's actions associated with the Integrated Resource Plan and EWEB Enterprise Solutions. The organizational core value of "Community" was expanded to include "Culture" thereby incorporating attributes which describe employees' approach to work, personal conduct, and commitment.
- Following the cancellation of the Request for Proposals (RFP) for EWEB's riverfront property, the Board granted the General Manager authority to negotiate a property transaction for EWEB HQ Building within certain guidance parameters established by the Board.
- The Board authorized the General Manager to approve a software license contract with SAP for a Utility Enterprise Resource Platform (ERP) Software Solution. This milestone was an investment in EWEB Enterprise Solutions which will build a foundation that enables EWEB's strategic and operational future.
- Subsequent to discussions at multiple meetings, the Board approved the 2023 annual budgets, along with the appropriate and supporting rate/pricing actions.

### MANAGEMENT HIGHLIGHTS

- Brian Booth was hired to fill the role of EWEB's Chief Energy Resources Officer (CERO). Brian brings to EWEB a strong analytical background and experience in the development of customer programs, rate design, and data-driven decision making. He will focus on energy and organizational strategy, and how the electric utility-side of EWEB will develop and evolve its business model to best serve EWEB's customers going forward.

### 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
- Appendix L: Illegal Camping Report Maps

## 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><b>Overall Status</b></p> <p style="text-align: center;">On Target</p>	<p><b>Status Summary</b></p> <p>Overall On Target despite continued delays in some Carmen Smith License Implementation projects and supply chain impacts including rising costs and production time.</p>	<p><b>Item of Interest</b></p> <p>We ended 2022 above target on generation (EWEB &amp; BPA), but behind target on some work queue and customer response metrics primarily due to resource constraints from short staffing and competing emergent work. Good progress on vacating HQ and reducing backlog of work in GIS and CAD jobs as well as customer queue time.</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"> <li>Trail Bridge sinkhole field investigations are ongoing. Most of the field work was completed in mid-October before demobilizing for winter. Field investigations will resume in spring 2023.</li> <li>An independent consultant dam safety inspection of the Leaburg-Waltermville Project (required every 5 years) is wrapping up. The final report will be submitted in spring 2023.</li> <li>Carmen-Smith License deployment – 79% of projects are on track and 21% are delayed. Delays are due primarily to dam safety reasons, with staffing and planning issues contributing in some areas.</li> <li>Progress continues on a mitigation agreement with federal and state agencies over delays to fish passage. The final component of that agreement requires analysis and design work in order to prove feasibility.</li> </ul>
Production	<p style="text-align: center;">Above Target</p>	<ul style="list-style-type: none"> <li>Generation for 2022 was higher than expected in both EWEB owned (2%) and BPA hydro (13%). Eugene temperatures were within expected range for the year. Market prices, on the other hand, continue to be highly volatile. These high prices and generation length contributed to EWEB’s higher than budget contribution margin and BPA’s planned revenue disbursement of an \$8 million credit to EWEB in 2023.</li> <li>Excluding Leaburg, EWEB owned hydroelectric plant availability was 56% year-to-date due to planned and unplanned outages, mostly associated with the planned refurbishment of Carmen Smith Unit 2. Wind and thermal plant availability was above target at approximately 94% plant availability.</li> </ul>
Transmission & Distribution	<p style="text-align: center;">Below Target</p>	<ul style="list-style-type: none"> <li>SAIDI &amp; SAIFI Reliability Indices slightly above 5 yr. average. Main drivers:</li> <li>Oakway to Delta line trip occurred resulting in loss of load of Oakway Substation.</li> <li>7 outages due to wind occurred in December in a 24-hour period with largest extended outages in the upriver territory out of Holden Creek Substation.</li> <li>Dillard Feeder trip due to car hit pole resulting in 2-hour outage for 537 customers.</li> <li>Osprey nest related outage on upriver feeder from Holden Creek that effected 529 customers for 5 hours.</li> <li>Seneca Substation Potential Transformer Failure that took out 1,57 customers for 1.5-hour.</li> </ul>



		<ul style="list-style-type: none"> <li>• Upriver Holden Creek feeder tripped off due to intermittent fault due and restored 929 customers after 2-hour outage.</li> <li>• Vegetation maintenance continued backlog due to lack of contractor resources. Trimming up to date on high fire risk circuits and customer requested. An RFP has been advertised to acquire an updated contract to ensure properly resourced.</li> <li>• Currin Substation taken out of service with incoming and outgoing lines re-routed. This station will be starting demolition and rebuild in early 2023.</li> </ul>
<p>Monitoring &amp; Compliance</p>		<ul style="list-style-type: none"> <li>• A violation has been submitted for PER-006 to add GPS time stamped event reporting to system protective relays with Mitigation Plan currently under development.</li> <li>• Custom internal NERC training developed for overall and PRC specific for internal staff</li> </ul>
<p>Resiliency, Planning &amp; Emergency Management</p>		<ul style="list-style-type: none"> <li>• Capital budget YE spend at 67% overall with Type 1 and 2 Capital Combined at 86% of budget. The main contributor of this underspend is resulting from delays in the Carmen-Project Relicensing delays (\$16.1M of the overall \$17.5M underspend). Type 1 &amp; 2 YE spend had underspends in AMI, Underground Cable Replacement, both due to supply chain constraints. Type 1 also saw offsetting overspends in Distribution Transformers (price escalations), Fleet (accelerated purchase opportunities to avoid long lead times), and Customer work.</li> <li>• For historical reference, 5-year spending trends for the Electric CIP are included in Appendix H to show a longer window of performance. Overall, average spending is at 90%, with Type 1 and 2 combined showing an average spending of 95%. This difference is due to variability in Type 3 work (Carmen-Smith Relicensing) which sees large budget swings year to year due to FERC regulatory and large supplier influence and dependencies outside of EWEB’s control.</li> </ul>
<p>Support Services</p>		<ul style="list-style-type: none"> <li>• HQ Vacate work continues and is on target for completion Q2 of 2023. Trading and Dispatch Operations are scheduled to relocate to their new back-up facilities located within the Hayden Bridge Lab Building in early March. EWEB Customer Solutions and Billing Operations staff that remain at HQ have been consolidated to a single location on the 1st floor. Equipment and technology for Utility operations currently remaining on the 4th floor is planned to begin final relocation work in mid-April. Decommissioning, re-purposing and recycling other materials and surplus equipment is also taking place.</li> <li>• The Bertelsen Property development reached an important milestone completing the public comment period for the Joint Permit Application (JPA). In response to public comments, an application for permit to the State Historic Preservation Offices will be made to perform a Cultural Survey Investigation on the site. Review of the Bertelsen Master Plan with key internal stakeholders has also been completed. Recommendations on scope and phasing of the project will be delivered to EWEB management in Q1 of 2023. JPA and project design/construction document work is on target for completion in Q3 of 2023.</li> <li>• EWEB’s Fleet Services experienced a 34% increase in its transportation fuel cost and a 11% increase in material cost in 2022.</li> <li>• Achieving full staffing in GIS during 2022 contributed to a significant increase in production. Backlog of mapping requests at the end of Q4 has been reduced over 90% from the highpoint during the year. GIS mapped 237 Work Orders and received 215 new Work Orders for mapping in Q4.</li> <li>• The CAD team recorded a 47% decrease in number of jobs completed in Q4 which also included an increase in average turnaround time to 13.9 days, up 55% from Q3. This is attributable to the jobs being fewer in number, but larger in scope.</li> <li>• In 2022 Utility Support completed 212 saw cutting jobs, 82 traffic control plans and 13,023 locate tickets. 100% on-time for saw cutting and traffic control and 99.99% on-time for locates.</li> </ul>





		<ul style="list-style-type: none"> <li>• The Support Services Operations Division had no OSHA reportable or lost time accidents in 2022.</li> </ul>
<p>Switch (Customer)</p>		<ul style="list-style-type: none"> <li>• Customer queue length on average for design tech assignment for new customer work at 3 weeks. This is substantially lower than average lead time for the year due to a drop in customer inquiries and demand of customer facing work.</li> <li>• Supply chain issues for transformers and meters mitigated through unexpected availability from suppliers. Monitoring equipment and staff have been able to avoid customer delays due to EWEB supply, however internal reliability work and AMI deployment still being deferred to limit equipment usage. Staff are actively monitoring availability and continuing to evaluate market conditions for lead time and pricing.</li> </ul>

## WATER UTILITY - SOURCE TO TAP OPERATIONS

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

<p><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b> Overall status was on target for 2022 with the majority of the Water Utility's KPIs being met.</p>	<p><b>Item of Interest</b> Water capital expenditures came in at near 100% of budget. At the end of Q3 an underage of approximately 80% of budget was projected however in Q4, there was an uptick in work at E 40<sup>th</sup> and with several main replacements which closed this gap.</p>
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Operational Function	Overall Status	Key Performance Metrics & Program Updates
Source	<p>Achieved</p>	<p>See the 2022 State of the Watershed Report (SoWR) for details on source protection operations and accomplishments. Highlights of the Holiday Farm Fire recovery and restoration efforts include:</p> <ul style="list-style-type: none"> <li>• The Pure Water Partners (PWP) planted nearly 500,000 native trees and shrubs across 120 properties to restore over 220 acres of fire impacted riparian area. Plantings were followed up with mulching and invasive weed treatments to reduce plant mortality and get to free to grow status.</li> <li>• The PWP completed hazardous fire fuels treatments on 70 properties.</li> <li>• The PWP completed installing erosion control measures on 17 properties including hydroseeding steeper impacted slopes near riparian areas on 5 properties.</li> <li>• Completed the NF Gate Creek large wood instream floodplain restoration project placing over 400 large trees on 7-acre project area (BLM owned land).</li> <li>• EWEB received full reimbursement from FEMA (\$1,363,859) for the HFF emergency response efforts to protect the source from immediate post-fire threats to water quality.</li> <li>• Successful in obtaining numerous grants to support this watershed restoration going forward (see SoWR and Appendix I).</li> <li>• Work continues with PWP. We have conducted over 350 property assessments post-fire and currently have over 165 signed watershed stewardship agreements with McKenzie landowners. Landowners are continuing to sign up for the program and we now have a waitlist of about a dozen landowners. – see Goal 4a</li> </ul>
Production	<p>On Target</p>	<ul style="list-style-type: none"> <li>• Production levels and chemical usage for the fourth quarter were normal. Operations is still seeing volatility in chemical pricing. The most recent increase is 25% for aluminum sulfate. This chemical is used to bind contaminants together for settling and filtration. Production has KPIs in place to track and improve efficiency for chemical usage.</li> </ul>
Transmission & Distribution	<p>On Target</p>	<ul style="list-style-type: none"> <li>• The numbers for the for the leaks/breaks and unplanned outages for Q4 put our numbers over the benchmark on both. The leaks/breaks was just 0.1 over the benchmark while the unplanned outages was over by 10 points.</li> <li>• Duration of unplanned outages in Q4 is below benchmark and EWEB 2-year average through Q4.</li> <li>• The water distribution crews made valve turning and inspecting a primary focus in 2022. The goal was to operate and inspect 293 critical valves (16"-20") and 3,600 distribution valves (2"-12") in 2022. The crews exceeded the goal. All 293 critical valves were inspected plus the crews operated and inspected 5,853 distribution valves.</li> </ul>

		<ul style="list-style-type: none"> <li>On December 6, 2022, EWEB Water Operation had to issue a boil water notice to 179 EWEB customers. The boil notice was the result of a main break at 4915 Garnet Street. While isolating the broken water main the field crews de-pressurized a large part of the distribution system. Crews did an outstanding job working together to notify all affected customers, flush the distribution area of concern and take samples. All samples came back good on December 7 and the boil notice was lifted. Measures have since been taken to prevent isolation of a single fed area.</li> </ul>
Monitoring & Compliance		<ul style="list-style-type: none"> <li>Residential backflow testing is critical to ensuring backflow devices properly protect our system from contamination. For Q4 2022 we are at 88% with 9371 tests completed and 10,606 total assemblies, which is below the target of 95%.</li> <li>Water maintained all regulatory compliance for Q4 and 2022.</li> </ul>
Resiliency, Planning & Emergency Management		<ul style="list-style-type: none"> <li>Water capital expenditures came in at near 100% of budget. At the end of Q3 an underage of approximately 80% of budget was projected however in Q4, there was an uptick in work at E. 40th and with several main replacements which closed this gap. Supply chain issues did affect water's AMI deployment and the timing of several of our Type 1 facility projects.</li> <li>The E. 40th Reservoir project is on schedule and the Hilyard Street transmission main is being coordinated.</li> <li>Treatment &amp; Operations staff participated in a Treatment &amp; Distribution trailer deployment drill on Sept. 22nd with the National Guard in September. The treatment trailer was deployed at the Willamette intake site. Water was treated and pumped into a potable water tank that the national guard provided. The guard mobilized to a nearby location where the distribution trailer was connected to simulate a live event. All connections were made, and water delivered without delay.</li> <li>Willamette River Spill drill was executed on October 12, 2022.</li> <li>Game Farm Rd. Emergency Intertie Exercise with SUB &amp; Rainbow took place Nov. 16th, 2022.</li> </ul>
Support Services		<ul style="list-style-type: none"> <li>Items reported under Source to Switch also apply here.</li> </ul>
Tap (Customer)		<ul style="list-style-type: none"> <li>Two fewer requests received and design time slightly longer than 2021 average while construction improved significantly from 20 days average to 12 days average.</li> <li>Water AMI Deployment is at 66% deployment for Q4 Over AMI is at 69%. Supply chain issues dictated much of 2022's implementation.</li> </ul>

## CUSTOMER & COMMUNITY RELATIONS & IMPROVING CUSTOMER RESPONSIVENESS

Submitted By: Julie McGaughey – Chief Customer Officer (Kelleher, Connors)

**Overall Status**

Above Target

**Status Summary**

All areas of the Customer Division met or exceeded 2022 operational targets.

**Item of Interest**

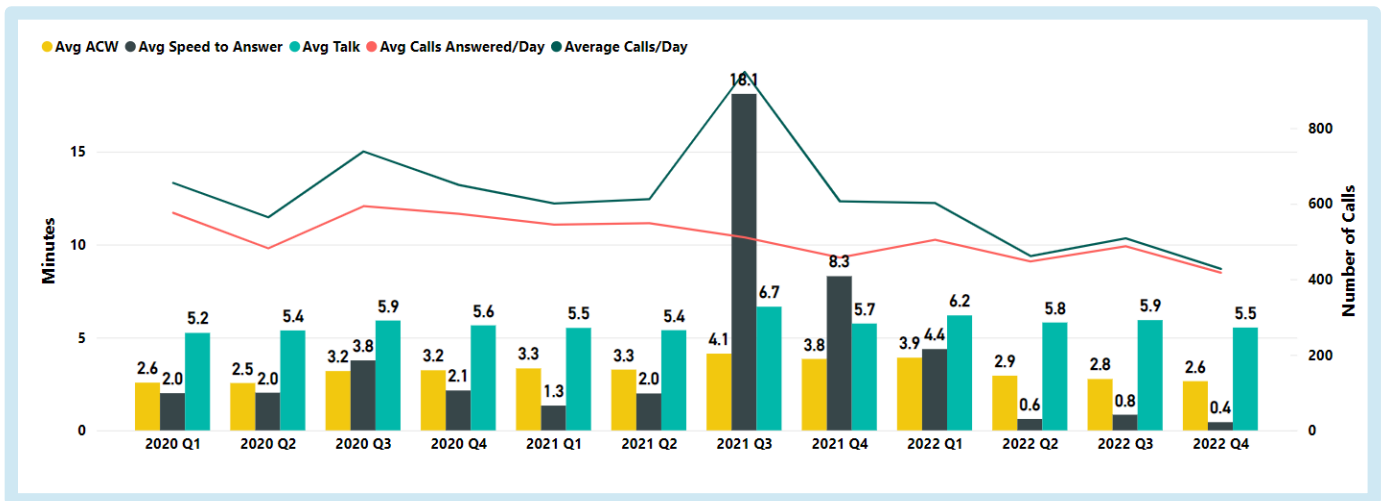
Leak Detection notification program saved ~16M gallons of water.

### CALL CENTER PERFORMANCE

In 2022, Customer Service assisted 145,000 customers, down 14% from 2021. This decline can be attributed to the lobby remaining closed and an increase in self-service options available through the Customer Portal and Wal-Mart Pay.

There was a slight impact in the first quarter of 2022 on customer response time due to Covid and staffing shortages. A significant improvement was made in customer response time and call abandonment rate from March through the end of the year. The average talk time and after-call work (ACW) dropped within normal service levels in Q2 due to right-sized staffing, decreased Customer and Admin Portal issues, and customer adoption of self-service options.

We continue to see approximately 270 customers visit the HQ building every week to use the drop box to deposit cash payments, checks, or other correspondence. In addition, approximately 10 customers per week make appointments to meet with staff to drop off cash, pick up a key for the self-service water station, or other customer service business.



The 2022 Q3 report erroneously reported 2021 Q3 speed to answer at 23.6 minutes, which is corrected above at 18.1 minutes.

### Customer Response Performance - 2022

Performance Metric	Result	Comment(s)
Calls Serviced	120,000	Down 14% from 2021
In-person Visits (incl. drop box)	14,000	Down 14% from 2021
Emails Answered	10,800	Down 50% from 2021, partly due to a reduction in extraneous emails
Call Center Time to Answer	110 seconds avg	Down from 7 minutes in 2021. 45 seconds avg over last 3 quarters
Call Abandonment Rate	7%	Down from 20% in 2021. 3% avg over last 3 quarters

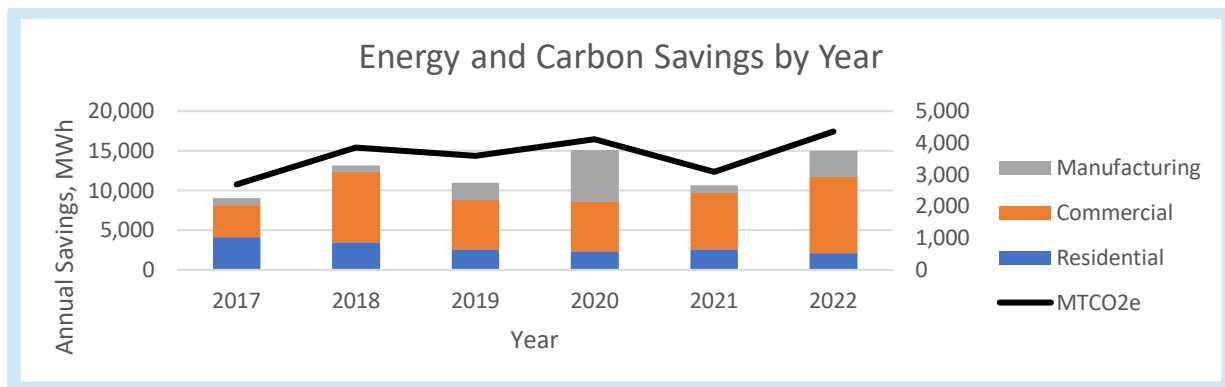
The Contact Center had 55% of the team successfully working remotely in 2022. This reduced the impact to customers during poor weather conditions and provided a quicker response time to assist during outages. In addition, workforce resilience and employee satisfaction improved. EWEB hired two new training classes of Customer Service Analysts and provided increased training opportunities for current employees.

**ENERGY & WATER CONSERVATION PROGRAMS<sup>1</sup>**

EWEB’s annual energy efficiency target for the year has been exceeded by 50% while maintaining expenses within budget.

**Energy Efficiency (EE) Accomplishments - 2022**

Performance Metric	Result	Comment(s)
Customer Reimbursements	\$4,453,000*	191% of target (\$2,332k) attained. EWEB received most of its 2023 BPA reimbursement ahead of schedule and received \$68k additional in unassigned funds.
Conservation Incentives	\$2,611,000	Below budget of \$2,675k. 97% spent.
Conservation Loans	\$2,027,000	327 conservation and fuel conversion loans funded in 2021. Ultra-low delinquency continues, at 0.1%. Only 1 default (\$4,217) sent to collections out of \$4.9 million of EWEB loans in repayment.
Conservation Savings (MWh)	15,034	150% of goal (10,000 MWh) achieved.
Peak Savings (MW)	2.3	182% of goal (1.25 MW) achieved.
Non-Residential Projects	115	\$1,378k incentives, 12,960 MWh savings (up 62% YoY)
Total Residential EE Projects	1,325	\$1,233k incentives, 2,074 MWh savings (down 20% YoY)
Income-Qualifying EE Projects	135 (10% of Res)	\$439k incentives (36% of Res), 205 MWh savings (10% of Res). 52 projects supplemented grants with loans.
Residential Rental EE Projects	220 (17% of Res)	396 MWh savings (19% of Res). 26 projects are Income-Qualifying rentals.
Total Home Audits (not including project inspections)	252	Significant increase from 2021, with fewer restrictions due to Covid.
Carbon Reduction (MTCO <sub>2</sub> e)	4,360	2022 new carbon reduction from EE only, using carbon intensity for the Northwest Power Pool (NWPP), 0.290 MTCO <sub>2</sub> e per MWh.
Carbon Reduction (MTCO <sub>2</sub> e)	378,000	Cumulative carbon reduction since 2010 from EE only.
Solar PV Projects (all sectors)	178	\$194k incentives and 1,431 MWh in new annual generation.



<sup>1</sup> EWEB’s energy efficiency programs relate to the City of Eugene’s CAP2.0 for Building Energy action item B12.

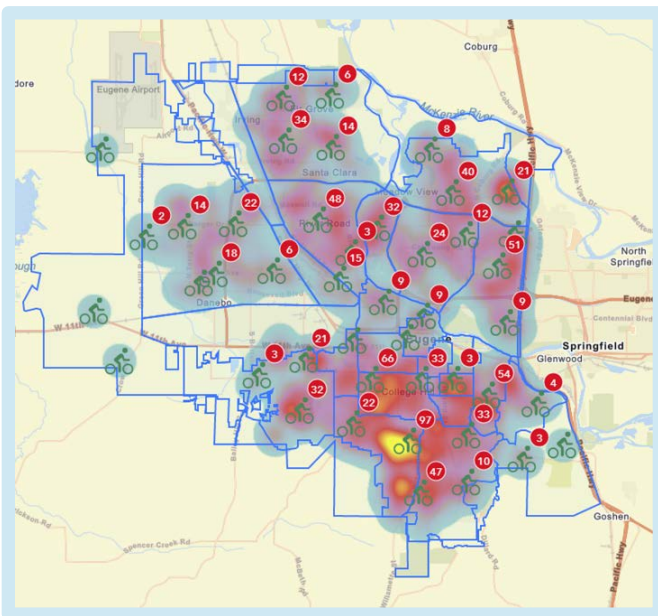
EWEB provided water rebates to residential customers for 112 hand valves and 94 WaterSense toilets, with the toilets saving over 1.1 million gallons of water annually. 32 customers received zero interest water line replacement loans (\$132k, 62% increase from 2021), and 28 customers received leak repair grants (\$71k, tripled YoY). These repairs and line replacements reduced the loss of an estimated 64 million gallons of water on an annual basis. The sharp uptick in activity is due to EWEB formalizing its leak detection and notification program mid-year. EWEB has been utilizing AMI technology to identify potential customer leaks (continuous flow for more than 48 hours). Throughout the second half of 2022, EWEB made 3,341 Residential and 117 Commercial customer notifications for leaks (through automated phone calls, emails, direct dial phone calls, troubleshooter site visits, and letters), saving an estimated 16 million gallons of water.

Staff also worked to protect our watershed by providing 60 septic pumping rebates (\$15k) for tanks in close proximity to the McKenzie River and its tributaries. Staff continue to develop and administer programs to assist customers in the area affected by the Holiday Farm Fire. 2022 programs include funding to help install advanced septic systems or relocate infrastructure and/or home sites farther back from the waterway (12, \$43k), funding to move electric service lines underground to reduce risk of fire (6, \$32k), and zero interest loans for septic system and infrastructure replacement (14, \$206k). Additional programs with partner agencies using federal ARPA funds are developed for 2023.

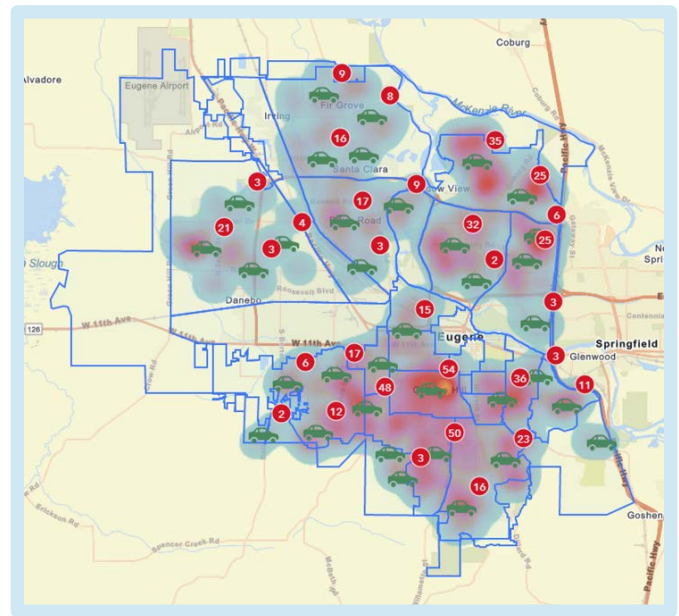
### ELECTRIFICATION PROGRAMS

For transportation electrification (Move Green<sup>2</sup>), EWEB has provided \$439k in incentives for 220 residential and 2 commercial EV charging stations and 974 electric bicycles. EWEB also assisted with \$148k in incentives and \$142k in loans to convert 152 homes, six commercial customers, and a city swimming pool to efficient electric heat. The following maps show EV charger and electric bicycle distribution throughout the city.

Electric Bicycle Rebates



Residential EV Charger Rebates



<sup>2</sup> EWEB's Move Green programs relate to the City of Eugene's CAP2.0 for action items T24 and T36 (EV marketing and awareness) in the Transportation section.

### BILL ASSISTANCE PROGRAMS<sup>3</sup>

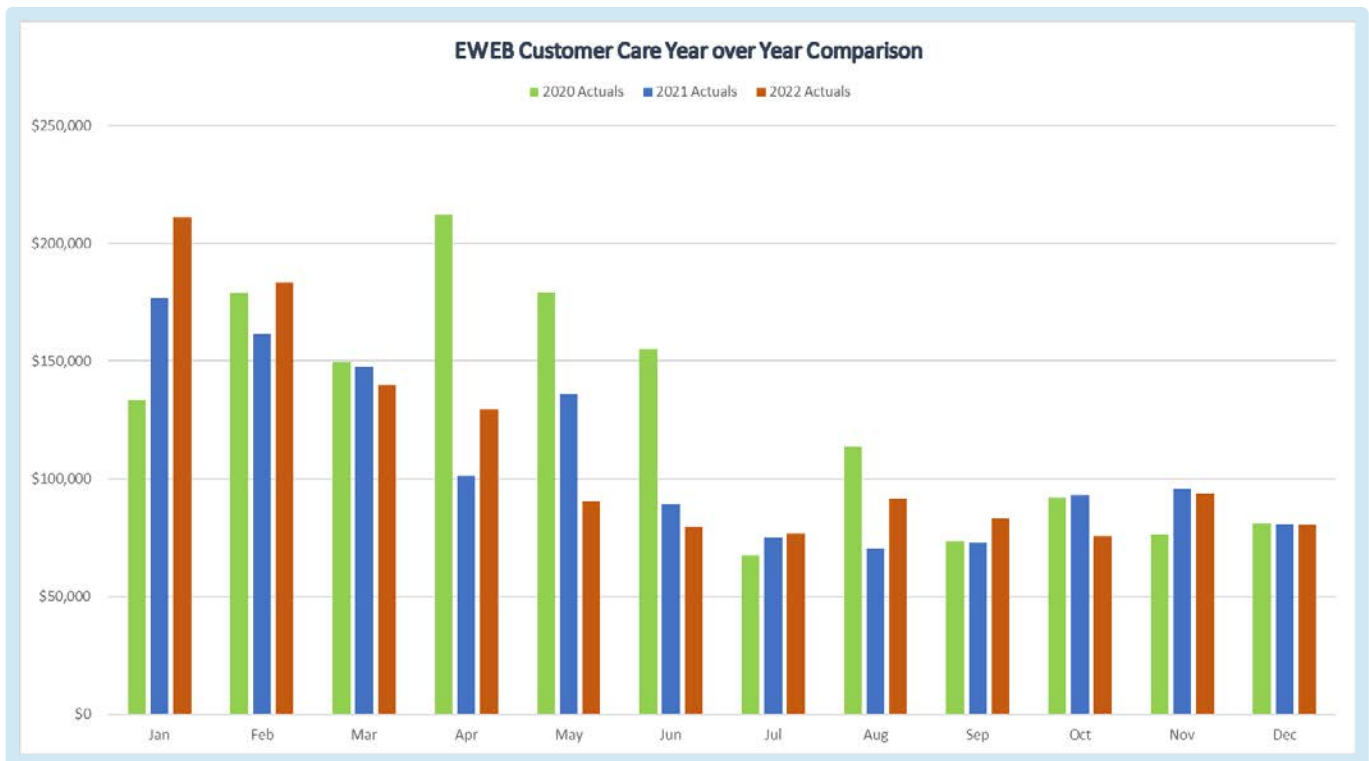
Throughout 2022 EWEB provided over \$1.5M in bill assistance (\$1.3M to 4,770 customers through Customer Care and over \$230K to 1,100 customers through Energy Share).

	Q1	Q2	Q3	Q4	YTD
2022 Actual	\$534,240	\$300,160	\$251,405	\$249,795	\$1,335,600
2022 Recipients	1908	1072	898	892	4770
2021 Actual	\$485,940	\$326,400	\$218,400	\$269,080	\$1,299,820
2021 Recipients	1867	1051	780	961	4659

The pacing of Customer Care activity was relatively consistent with higher numbers of customers applying in the first quarter as the program year renews. Consistent with 2021, EWEB was able to maintain continuous access to bill assistance from early summer through the end of the year. Even given a slight increase in ECC spending, administrative fees for income verification were 38% under budget at \$84k.

EWEB also distributes federal bill assistance through the Limited Income Home Energy Assistance Program (LIHEAP) and the new Limited Income Home Water Assistance (LIHWA) program. Between the two, EWEB issued \$2.25M to over 2,100 customers.

EWEB will expand its bill assistance programs in 2023 to include EWEB Community Partner Care which will deliver bill assistance to non-profits that provide vital shelter services to unhoused community members. EWEB will offer this program using existing resources with no impact to budget.



<sup>3</sup> EWEB’s bill assistance programs relate to the City of Eugene’s CAP2.0 for Building Energy action item B11.



### LEAD GREEN PROGRAMS<sup>4</sup>

EWEB’s Green Options programs rolled out in April 2022. While participation rates have not yet met staff ambition, annual participation declines reversed in 2022 and new enrollments doubled year-over-year. When Green Options participants cancel, it is largely driven by move-outs as opposed to customer requests to have the service removed.

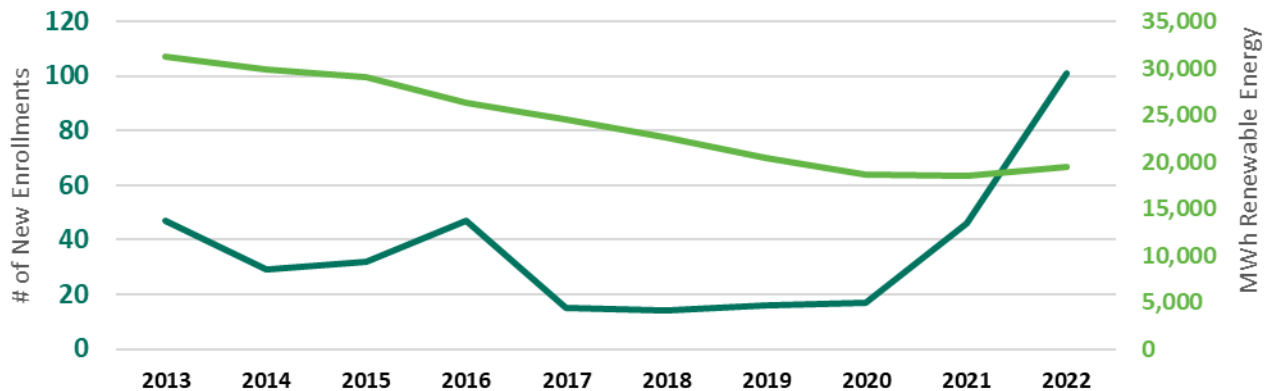
It is worth noting that while Carbon Offset purchases have been very low in volume, they play an outsized role in MTCO<sub>2</sub>e impact due to the low carbon intensity of EWEB’s portfolio. Carbon Offset participants represent about one half of 1% of total Green Options participants but achieve 2% of the Total MTCO<sub>2</sub>e impact. Total MTCO<sub>2</sub>e impact is significantly affected by weather and hydro availability. Low hydro years, as in 2019, increase the carbon intensity of EWEB’s resource portfolio. Low hydro also tends to correlate with milder winters which reduce customer consumption of power, whether renewable or not.

#### Lead Green - Participation and Direct Carbon Impact

	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>New Enrollments</b>	47	29	32	47	15	14	16	17	46	101
<b>Total Participants</b>	1,908	1,878	1,826	1,821	1,741	1,707	1,629	1,590	1,590	1,622
<b>Renewable Energy (MWh)</b>	31,187	29,898	28,973	26,359	24,545	22,593	20,439	18,578	18,520	19,392
<b>Carbon Offsets</b>	Carbon Offset program launched April 2022									16
<b>EWEB Carbon Intensity</b>	0.02	0.014	0.013	0.01	0.017	0.015	0.055	0.026	0.040	0.040
<b>Total MT CO<sub>2</sub>e</b>	624	419	377	264	417	339	1124	483	741	791

\* DEQ published carbon intensity only available through 2021.

#### Annual Lead Green new Enrollments and Renewable Energy



<sup>4</sup> Within the Lead Green programs, the Carbon Forestry Lab program is part of EWEB’s Pure Water Program to protect water quality in the McKenzie River. This relates to the City of Eugene’s CAP2.0 for action item R21 in the Resiliency section.

COMMUNICATIONS & MARKETING

Q4 2022

### Social Media Performance

**23,595** people reached  
**27.6%** increase in 2022  
**109** new followers

**6,319** people reached  
**1.1k%** increase in 2022  
**54** new followers

**5,694** followers  
**164** engagements  
**0** new followers

**Top post:**

5.3k people reached  
 75 engagements, 150 reactions



Top posts for Q4 all featured EWEB in the community and working with local school districts, including October's Public Power Week Poster Contest winners and Adam's Elementary 3rd graders field trip to visit Lake Creek and learn about the life cycle of native salmon (reached 8.2k people combined).

### Website Performance

**340,382** pageviews  
**1:44** avg. time on page  
**57%** visits originating from Google search

eweb.org   Home	<b>100,771</b> page views
Pay My Bill	<b>49,954</b>
Outage Map	<b>44,547</b>
My Account	<b>15,826</b>
Careers	<b>7,575</b>
Start/Stop Service	<b>6,243</b>

### Top EWEB Earned Media

- NWPPA - [EWEB navigates supply chain uncertainty on the path of resiliency](#)
- The Register-Guard - [EWEB looking for input as it plans for energy future](#)
- KLCC - [EWEB crews build seismic-resistant water tank site in Eugene's South Hills](#)

### Hot Topics

- Leaburg Canal Project**  
 24 social media posts, 17 earned media spots, 2 emails, 3 EWEB.org newsroom stories,
- Emergency Preparedness**  
 36 social media posts, 4 emails, 1 EWEB.org newsroom story
- Water Reliability and Resiliency**  
 26 social media posts, 3 Youtube videos, 2 events, 2 EWEB.org newsroom stories

Find additional information on published content in Appendix K.

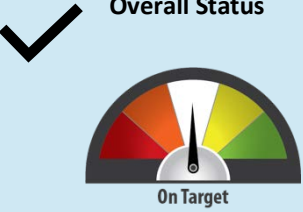
## ENTERPRISE RISK AND SECURITY

Submitted By: Sarah Gorsegner, Business Continuity Manager

The Cybersecurity, Enterprise Risk, and Physical Security Teams were brought together under a new Division Manager in 2022, the team also includes the Resiliency Program and the Strategic Project Management Office. Together under the direction of the Assistant General Manager the team is focused on Business Continuity and Strategic Work to support the Organization’s implement of work that will:

1. Improve EWEB’s ability to respond in emergencies, minimize threats, and thrive during challenges and disruptions and
2. Provide tangible tools, structure, and support to the Organization to support the critical services we provide to internal and external customers. Support goes beyond providing Electric and Water service. It supports the Organization to make informed risk-based decisions, protect our assets and equipment, and help our Board and Executive Team make long term decisions.

## CYBERSECURITY

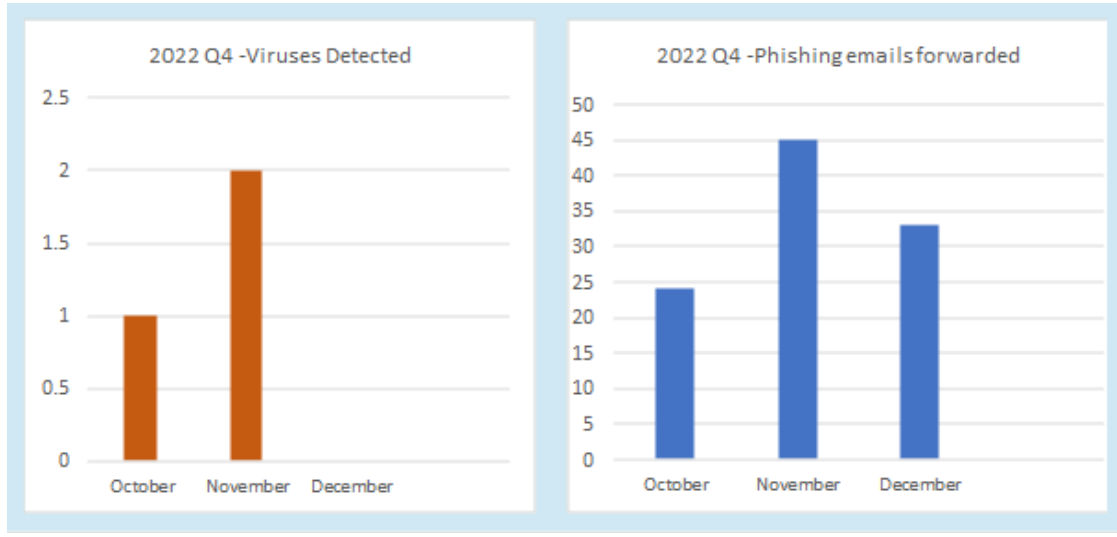
<p><b>Overall Status</b></p>  <p>On Target</p>	<p><b>Status Summary</b></p> <p>NexGen Anti-Virus and Endpoint Detection and Response tools are close to full deployment. These two tools help us check the boxes for cybersecurity insurance and has already been useful in detecting an insider threat.</p>	<p><b>Item of Interest</b></p> <p>The Senior Cyber Security Specialist left EWEB for another opportunity, the job market for this position is proving to be competitive and recruiting a qualified replacement has been challenging.</p>
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Cybersecurity detail below outlines how secure our critical systems are. The first table indicates how secure our systems are based on proactive management of our systems including updates and modernization of systems (patching), architecture design (firewalls), and security assessments of Software as a Service (SAAS) providers. The second set of graphs indicates how our staff and systems have performed based on viruses detected, phishing emails reported, vulnerability scanning, and efficiency of filters.

## Proactive Management of our Technology Systems

Tool	Metric	Percentage	Meets Performance Goal
Updates to and modernization of systems	% of critical system resources patched within identified cadence	86%	Yes
Architecture design	% of critical system protected by firewalls or other protective devices	100%	No
Security assessments of SAAS Solutions	% of SAAS solutions that have provided a SOC I or II report and have demonstrated sufficient security protocols	40%	No

### Performance of our Systems and Staff

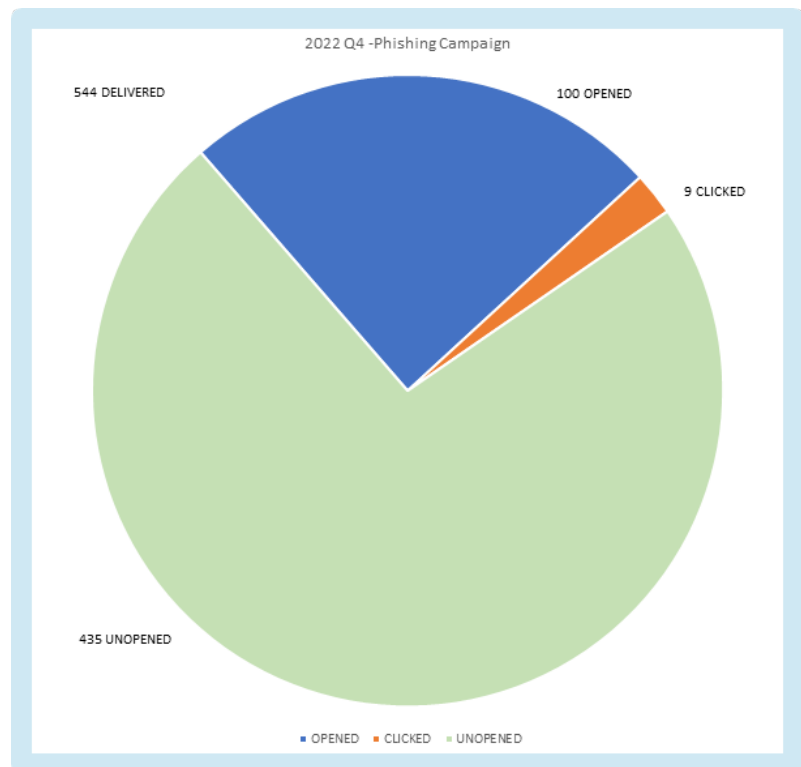


### Detecting Malicious Software and Emails

There were three viruses detected in the Q4 of 2022. Our workforce is very vigilant. They are good at detecting and reporting questionable email to Cybersecurity. The number of emails sent to Cyber Security varies only slightly every quarter. There were 102 emails reported in the fourth quarter of 2022. Most of the emails forwarded to Cybersecurity in Q4 contained malicious html attachments. A top priority for Cyber Security in 2023 is to work with IS to improve email controls and block malicious attachments before they are delivered.

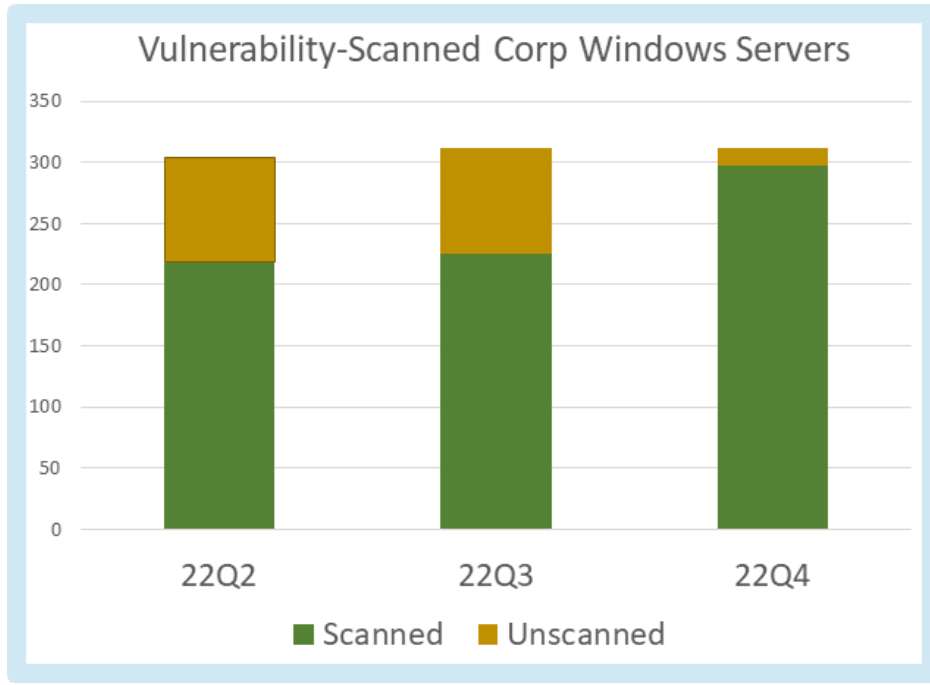
### Cybersecurity Awareness

The Cyber Security Department performs a quarterly simulated phishing campaign. The goal is to create cybersecurity awareness and test the readiness of the recipients to identify and responded to a potential phishing attack. The chart to the right shows the results of the Q4 simulated phishing campaign. The Cyber Security Department sent out 544 emails, 100 were opened, and only 9 clicked on the link, which would have taken them to a phishing training page on to identify phishing emails.



### Vulnerability Scanning

The CyberSecurity department performs monthly automated scans of EWEB network servers joined to the Active Directory Domain (Corp-domain Windows servers). These automated scans look for security vulnerabilities in software and configuration settings. Results from these scans are used to prioritize security-related remediation actions at EWEB. Vulnerability scanning coverage of Corp domain Windows Servers improved considerably from 72% in Q3 to over 95% in Q4. This increase is attributed to the deployment and operationalization of the new “Catch-All” scanner server.



### ENTERPRISE RISK

<p><b>Overall Status</b></p> <p>Below Target</p>	<p><b>Status Summary</b></p> <p>Overall Status is indicated as below target based on the lawsuits claimed against EWEB, a compliance violation, and overall maturity of the risk climate and adoption of risk principles in decision making by staff.</p>	<p><b>Item of Interest</b></p> <p>The Business Continuity Division Manager has completed interviews with each of the Managers and Executive Team, several themes emerged that will be addressed in a memo to the Board with planned strategies to address them.</p>
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### LEGAL MATTERS

#### Holiday Farm Fire Lawsuits

At the end of 2021, EWEB had received 2 lawsuits representing approximately 339 plaintiffs, claiming damages arising from the Holiday Farm Fire which began on September 7, 2020. By the end of 2022, staff and legal counsel were supporting the defense of 13 lawsuits representing over 640 plaintiffs. Discovery requests and production have commenced. Based on the number of lawsuits and complexity of the issues, the courts are handling procedural motions and pre-trial matters.

#### Martha L. Rice and William R. Turnbow v. Eugene Water & Electric Board

Plaintiffs claim damages related to timber trespass statute. Discovery is in progress.

**COMPLIANCE**

**License Violation at the Carmen-Smith Hydroelectric Project.**

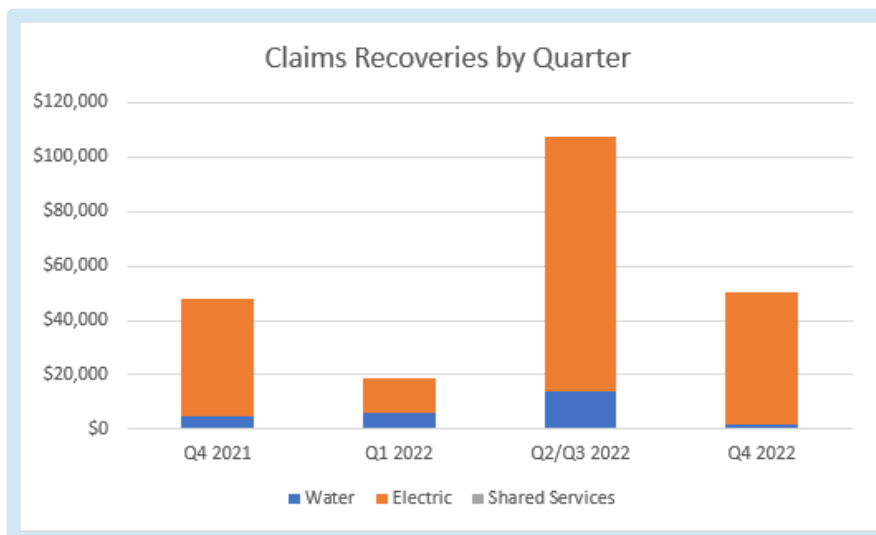
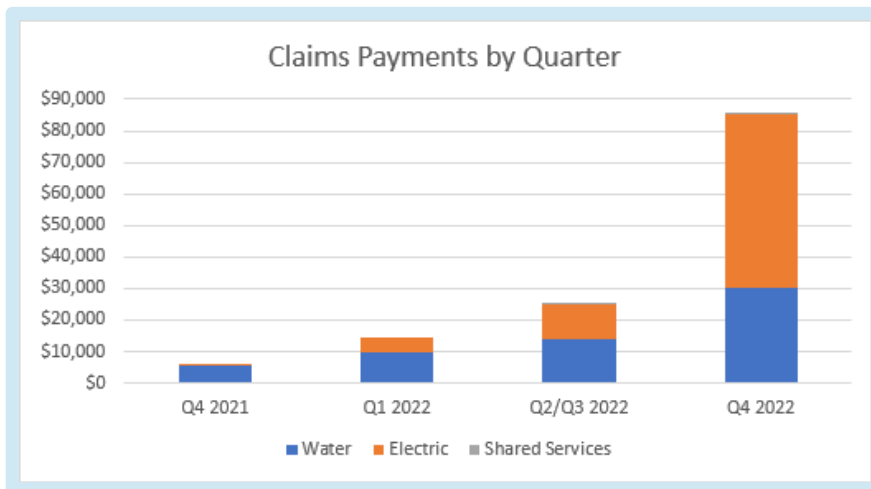
On 2/7/2023 the Federal Energy Regulatory Commission (FERC), Division of Hydropower Administration and Compliance (DHAC) issued a notice that the 10/4/2022 deviation from the minimum pool elevation of Trail Bridge Reservoir would be considered a violation of EWEB’s license. The deviation was caused by human error, as the operator failed to increase next-hour generation when the reservoir level was dropping. To prevent recurrence in the future, we propose to go into automated mode for hourly generation changes. There were no known adverse effects to fish resources and no negative reports resulting from the incident. DHAC will take no further enforcement action at this time, but the violation will be part of our compliance record and considered during review of any future deviations.

**CLAIMS**





EWEB had the following claims closed during Q4 2022:

Liability Claims	Amounts Paid	Recovery Claims	Amounts Recovered
7	\$63,295*	14	\$47,220

\*Amount Paid includes \$50,000 lawsuit settlement



PHYSICAL SECURITY

 <p><b>Overall Status</b></p>  <p>On Target</p>	 <p><b>Status Summary</b></p> <p>Physical Security has added 2 new patrol officers, bringing the team to be fully operational with an in-house team. The team has responded to and investigated several incidents that have led to arrests.</p>	 <p><b>Item of Interest</b></p> <p>Security has focused on safety of our officers, providing them with safety vests and piloting officer warn cameras.</p>
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The past several years has revealed security gaps and challenges for the entire security industry with primary causative factors being the economy, supply chain issues, political strife, civil disorder, and a homelessness crisis that crosses all demographics. The impact those issues had on EWEB, especially regarding personnel security and safety concerns, resulted in a staffing increase for the PhySec department in 2022, bringing us to 11 full-time employees. During 2022, we made full use of the additional staffing by increasing our physical presence, our remote monitoring presence, our patrols and site checks, and the depth of our investigations. The end of 2022 presented additional threats and exposed significant vulnerabilities to all utilities across the nation. EWEB is well positioned to meet those threats head-on, continuing to mitigate risk and support staff safety.

**Safety**

Security Operations:

- One vehicle incident – minor body damage due to failure to do a 360.
- Zero recordable OSHA injuries
- Zero lost-time injuries

**Patrol Team Statistics for 2022**

- Patrol Miles in 2022: 55,497 miles (2021: 44,439 miles; 2020: 27,488 miles)
- Patrol Checks (Sites visited): 9,501
- Calls for Service: 297
- Citizen Contacts: 1,433 (2021: 519)
- Breaches/Intrusions: 73 (2021: 37)
- Criminal/Prohibited Activities Encountered: 1,021
- Referred for Prosecution: 7

**Security Systems Operations:**

- Access Control Systems Uptime: 99.3%
- 27 PACS Panels; >225 Card Readers; >450 Monitored Contacts
- Short-duration downtime for ROC entry gates from combination of mechanical failure and system failure.
- Camera System Uptime: 95.1%
- 305 devices
- Many cameras at more than 3x expected service life; supply chain issues prevent meeting replacement schedule
- Active Video Monitoring Time
- 2,566,680 cumulative hours monitored by digital video management systems
- >2,700 actual hours monitored live by PhySec Officers
- >1,815 hours reviewing recordings

## FINANCE

Submitted By: Deborah Hart, Chief Financial Officer and TiaMarie Harwood - Financial Services Manager

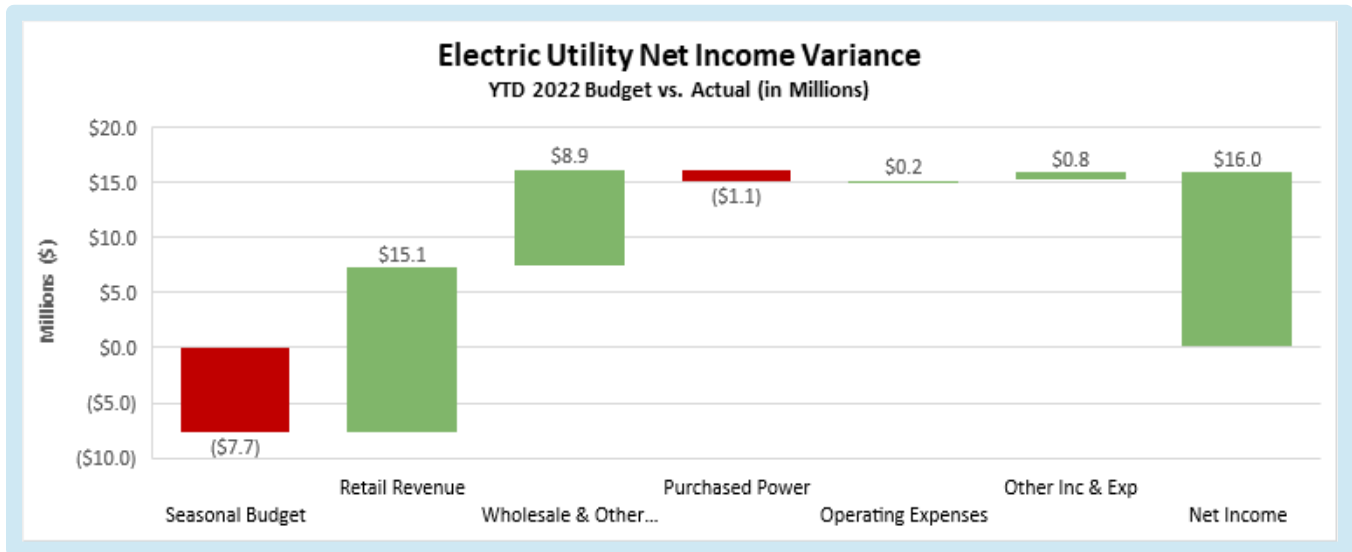
### ELECTRIC UTILITY FINANCIAL STATUS

See Appendix A: Electric Utility Financial Statement

<p><b>Overall Status</b> On Target</p>	<p><b>Status Summary</b> Financial metrics, with the exception of Debt as a % of NBV, were within target. Spending was within budget authority, following a budget amendment to account for an increase in purchased power expense.</p>	<p><b>Item of Interest</b> In December, the Board approved the 2023 Electric Utility budget totaling \$399.2 million.</p>
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### ELECTRIC UTILITY NET INCOME

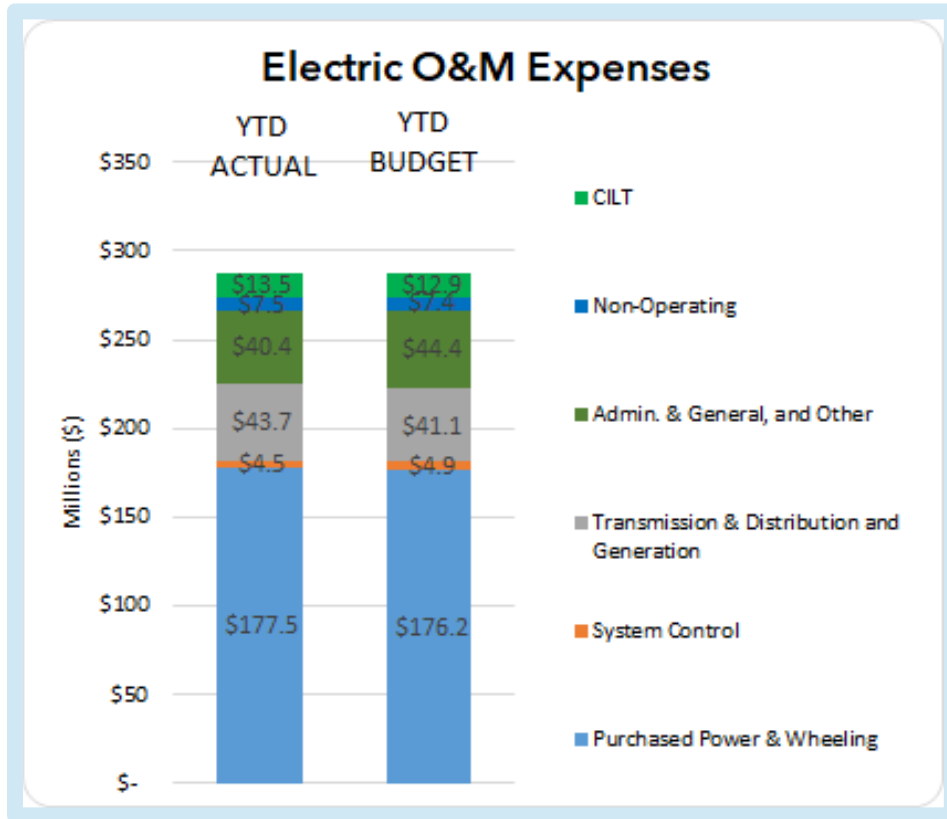
Net income exceeded budget by \$23.9 million. Throughout the year, favorable hydro generation from higher Slice allocations (inclusive of EWEB’s contract with BPA) increased power available for sale to wholesale markets, contributing to a favorable variance for wholesale sales. Retail revenue was favorable due in part to conservative demand assumptions from lingering COVID economic conditions.





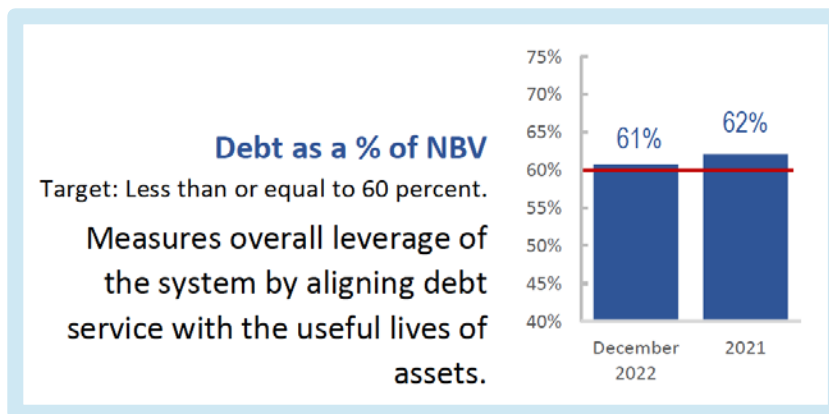
**ELECTRIC UTILITY BUDGET CONTROLS**

Purchased power costs created the need for a budget amendment, which was approved by the Board in December.



**ELECTRIC FINANCIAL STRENGTH MEASUREMENTS**

Financial metrics are indicators of financial condition and presented within Appendix A. Reclassification of Leaburg plant and a 2020 bond issuance increased the Debt as a Percent of Net Book Value ratio above target in 2020. At the end of 2022, the Debt as a % of NBV was above target by 1%.



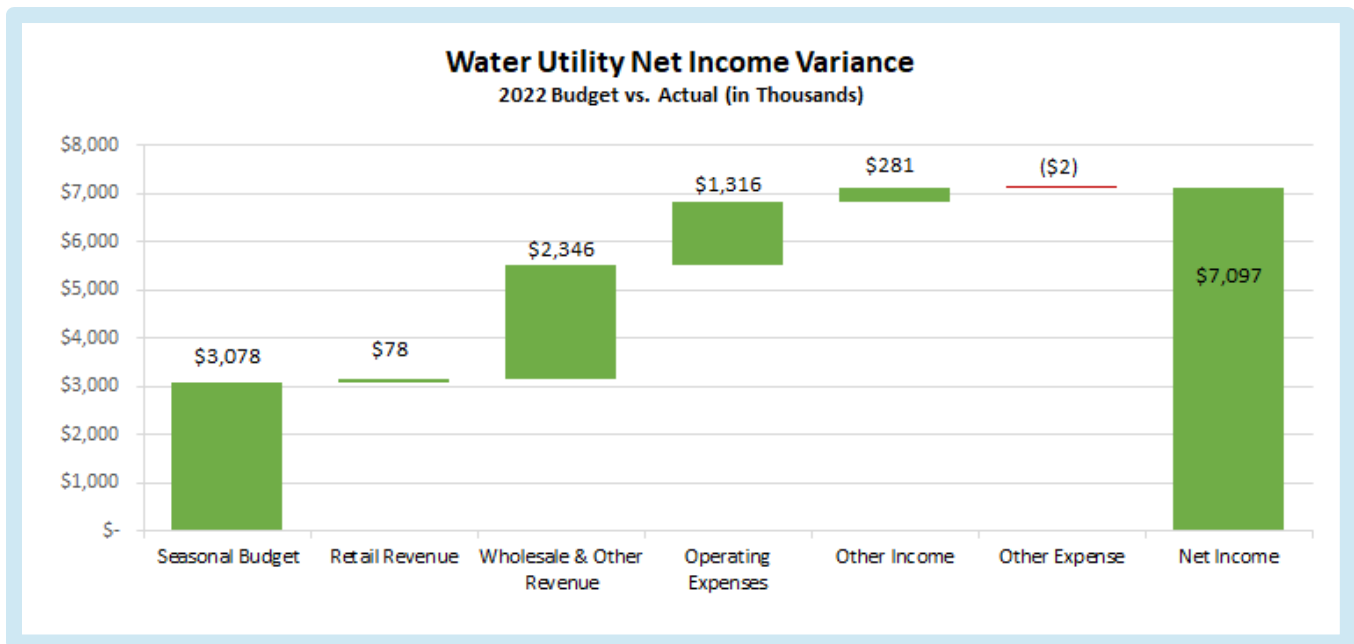
### WATER UTILITY FINANCIAL STATUS

See Appendix B: Water Utility Financial Statement

<p><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b></p> <p>Financial metrics, with the exception of Rate of Return, were within target. Spending was within budget authority, following a budget amendment for Watershed Recovery and shifting overhead to O&amp;M as capital spending was under budget.</p>	<p><b>Item of Interest</b></p> <p>In December, the Board approved the 2023 Water Utility budget totaling \$74.4 million.</p>
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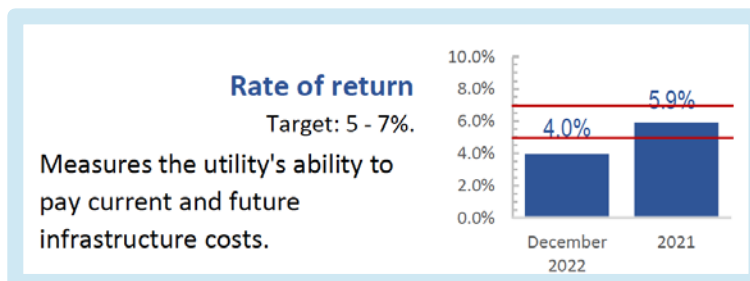
### WATER UTILITY NET INCOME

Net income exceeded budget by \$4.0 million.



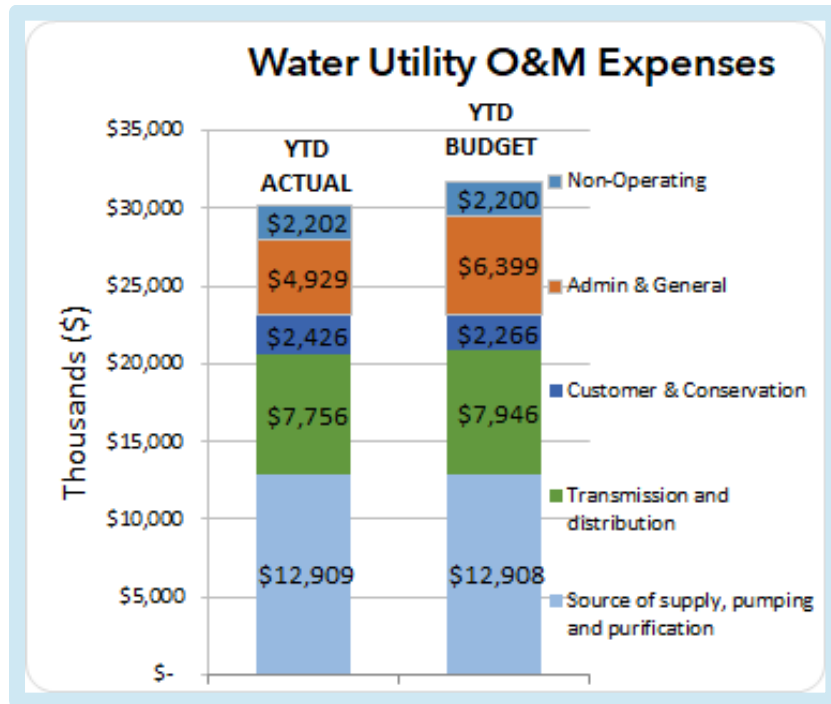
### WATER FINANCIAL STRENGTH MEASUREMENTS

Financial metrics are indicators of financial condition and presented within Appendix A. At the end of the year, the Rate of Return metric was below target by 1%. Rate increases in 2023 will have a positive impact on the metric moving forward.



**WATER UTILITY BUDGET CONTROLS**

In December, the Board approved a \$2.7 million budget amendment. Watershed recovery efforts requested an additional spending authority of \$1.2 million, which corresponded to increased watershed efforts tied to grant programs and partnerships. Deferred capital activity of \$1.5 million related to distribution system facilities, pipes, and services shifted labor and equipment costs from capital to O&M.



## INFORMATION SERVICES

Submitted By: Travis Knabe – Chief Information Officer (Debysingh, McCallum)

<p><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b> Services are stable, increasing operational efficiencies through evaluating new work alignment, and improved visibility.</p>	<p><b>Item of Interest</b> Realigning IS Division to support EWEB Enterprise Solutions (EES) program.</p>
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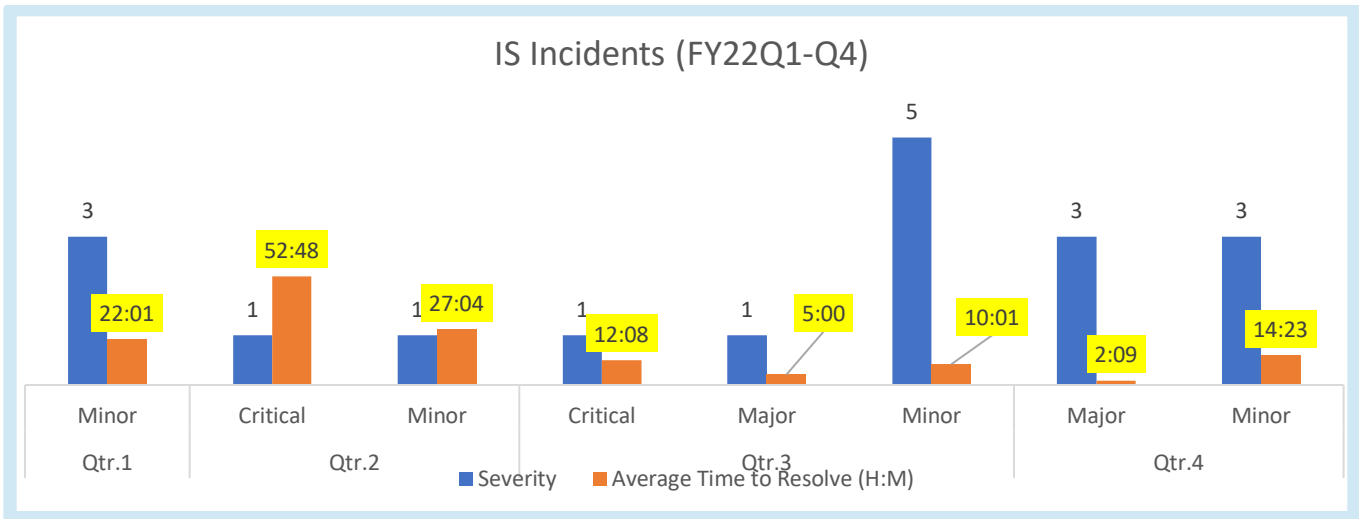
## OPERATIONAL PERFORMANCE

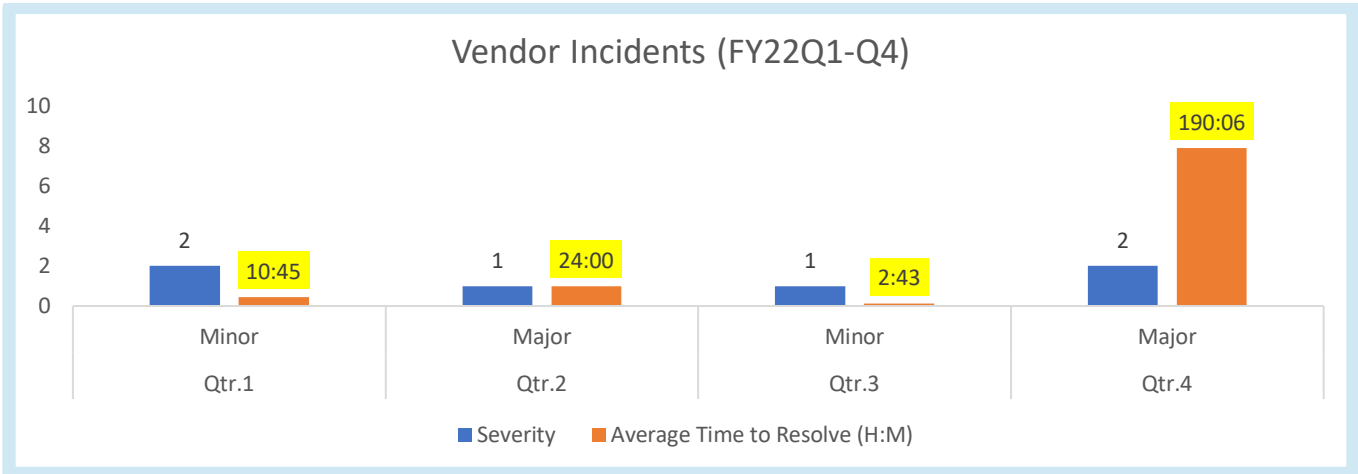
Information Services measures performance based on service reliability and availability. This is tracked in the following ways: Incident Management, System Availability, and Application Availability. Other subjective measure of operating efficiency is evaluated through employee experience and the volume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

### Incident Management

Incidents are defined by any service impacting event that is unplanned, they are 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 managed through third-party vendors or services. The severity is measured by evaluating the impact and scope of the event and categorized into critical, major or minor incidents.

Q4 2022 resulted in no critical incidents, an improvement over the previous quarters. There was one long customer impacting incident in a vendor provided service in our integration with our high-volume call center and our customer facing outage map. This outage resulted in communications to our customers about the degradation of the service, and an extended time to resolution.



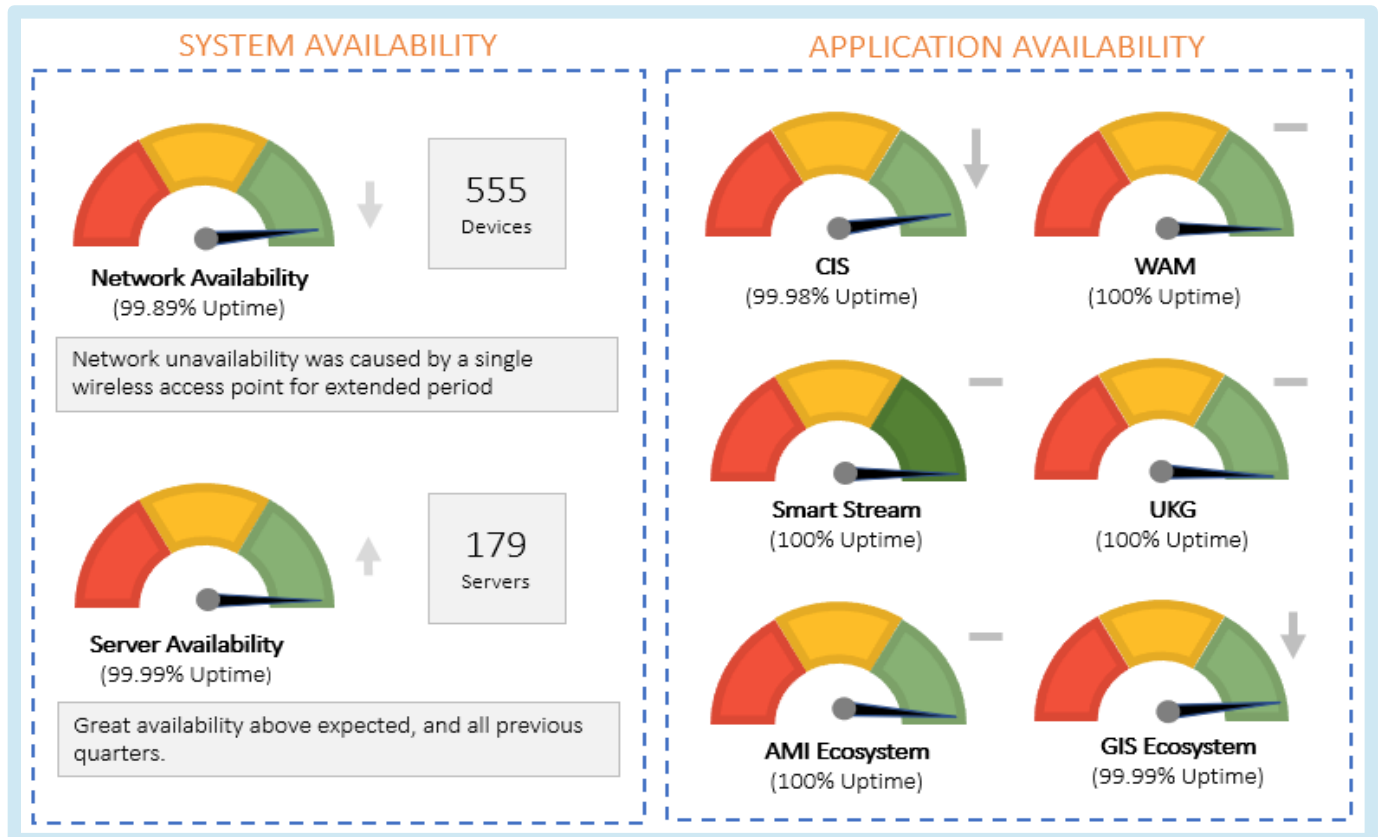


### System Availability

System Availability measures the Network and Server availability in relations to the number of network devices and servers respectively.

### Application Availability

Application Availability focuses 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. Refer to the Incident Management and System Availability sections to correlate application unavailability measures.



## 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 Production
HQ Move Out	Support Services	In Progress
Energy Imbalance Market	Energy/Finance	Contract
Allegra/Horizon Upgrade	Energy	In Progress
Federal Lead Requirements	Water	In Progress
Water SCADA	Water	In Progress
GIS Modernization	IS	In Progress

### Divisional Projects

Beyond the priority projects are divisional projects which support enhancements, innovation, and growth within the respective divisions. These projects are mostly small to medium but on occasion may be large.

Division	Complete	Active	Pending	Q4 Closed Project
Water	3	6	4	<ul style="list-style-type: none"> <li>• GIS AMI Meter Symbology</li> <li>• Water Distribution HQ Moveout</li> <li>• Export Customer List Tool</li> </ul>
Electric	2	4	6	<ul style="list-style-type: none"> <li>• GIS Blue Sky ICS</li> <li>• Responder Ignition Reporting</li> </ul>
Generation	1	3	5	<ul style="list-style-type: none"> <li>• Carmen Smith Network Backup Connection</li> <li>• GIS Q4 work and training</li> </ul>
Energy	2	3	5	<ul style="list-style-type: none"> <li>• Power SS Default Load Screen</li> <li>• Horizon Assessment Phase</li> </ul>
Support Services	1	4	6	<ul style="list-style-type: none"> <li>• Relocate HQ Systems to Hayden Bridge and ROC</li> <li>• ROC Digital Signage</li> <li>• Hayden Bridge Data Center Buildout</li> </ul>
Finance	0	2	5	
Customer	0	0	1	
Business Continuity	2	1	6	<ul style="list-style-type: none"> <li>• Body Camera Trial</li> <li>• EMCS Firewall Replacements</li> </ul>
<b>Total</b>	<b>12</b>	<b>23</b>	<b>38</b>	

## WORKFORCE SERVICES

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

**Overall Status**

On Target

**Status Summary**

Workforce Services Programs are all performing at or above expected levels.

**Item of Interest**

Safety Program had the best year in history.

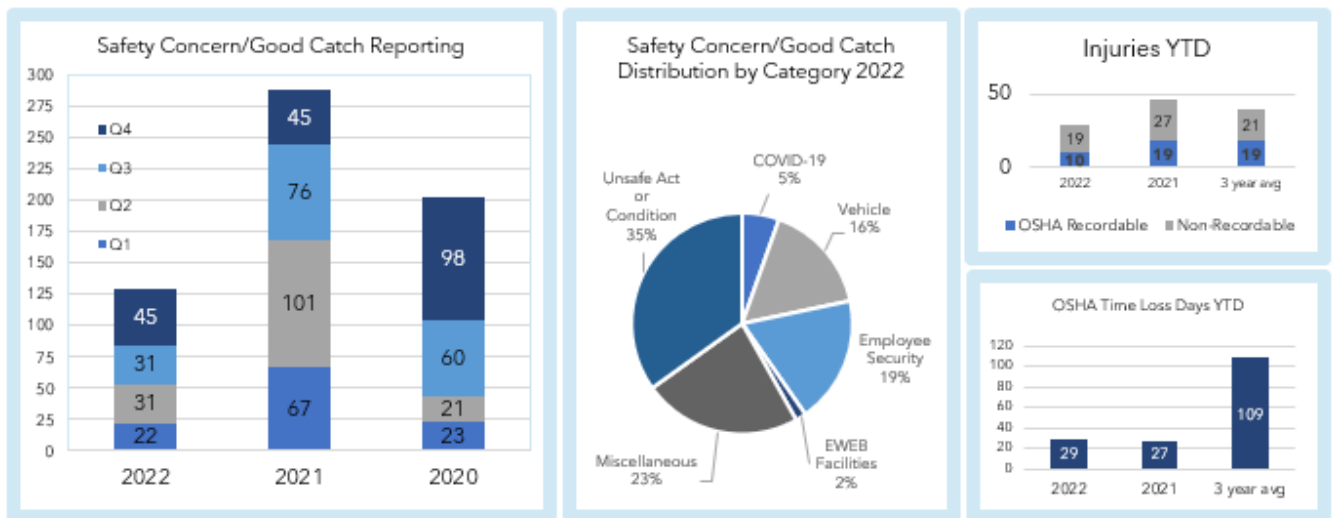
CI Program is taking hold with nearly 400 participants.

Benefits Program Management is still yielding good results.

## TOTAL WORKER HEALTH – SAFETY PROGRAM

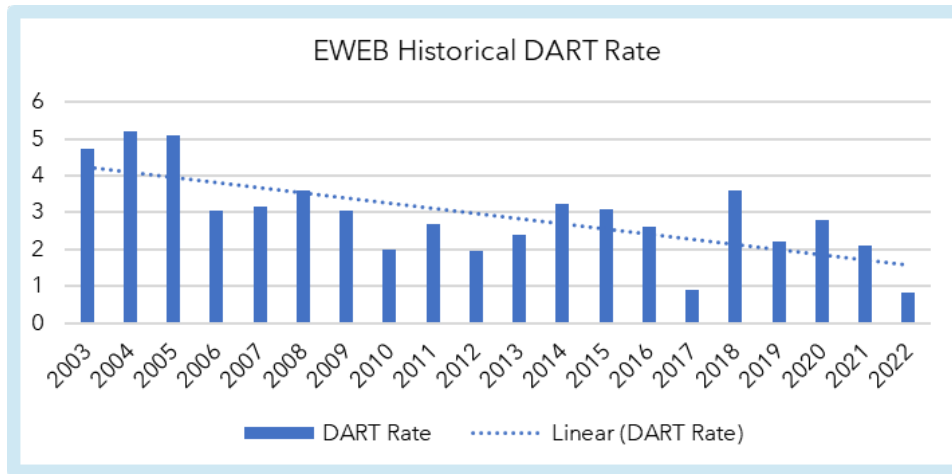
### Injury Summary

In 2022 we saw a notable decrease in the number of OSHA recordable injuries with only 9 compared to 2021 and the 3-year average both being 19.



We also saw a significant decrease in the utility’s DART Rate (Days Away, Restricted or Transferred) in 2022 at 0.81, which is a 61.6% decrease from 2021’s DART Rate of 2.11 and 65.8% lower than our 3-year average of 2.37. 2022’s DART Rate is the lowest the utility has seen for more than twenty years.

The DART Rate is an OSHA mandated calculation that reflects how safe a business has been in a calendar year. The lower the DART Rate the better the company’s safety performance. In addition to being a safety performance indicator, a company’s DART Rate directly impacts their workers compensation MOD rating (a major factor in determining work comp premiums).



### Workers Compensation

In the annual workers’ compensation claims and insurance renewal review, these results along with EWEB’s safety and wellness preventative program kept EWEB in SAIF’s Select Premium tier. The renewal process yielded a reduction in our MOD rating to 0.8 from 2021’s 0.85. A MOD rating below 1.00 means the business is performing better than average compared to other businesses in the same industry and state.

### Safety Trainings

The Safety Team put substantial time and effort into safety trainings in 2022. Safety worked with managers and supervisors throughout the utility to identify and address their diverse training needs. This included the development of EWEB specific online trainings, contractor lead trainings, SME trainings, and Safety lead trainings. The EWEB specific online trainings were primarily developed to accommodate the utility’s dynamic workforce model and has seen a 90% completion rate. Safety’s continued proactive approach to building a robust training program has helped address employee concerns, questions, created awareness, and a more thorough understanding of the training topics.

## WORKFORCE MANAGEMENT

Workforce Services programs and teams including Human Resources, Benefits & Wellness, and Continuous Improvement met targets as expected. Despite staffing disruptions due to a retirement and promotions, HR saw the successful resolution of a lengthy employment dispute as well as the dismissal of a BOLI complaint. While recruiting for particular jobs remained challenging, most vacancies were filled within reasonable timeframes. A DEI audit of recruiting materials and employment policies was conducted with generally favorable results, requiring only minor updates and revisions. Considerable HR time and effort was devoted to activities in support of collective bargaining, including comprehensive studies of wage and benefits packages offered by comparable regional employers.

In addition to the IBEW wage study, the HR team completed a similar study of MAPT compensation. In an effort to maintain alignment with regional comparators, the MAPT structure is adjusted annually based on variety of economic indicators, resulting in a 4% increase in January 2023. Individual jobs or job groups are periodically “spot-checked” as needed, with a comprehensive study conducted every three years (2022). The study resulted in the shift of 91 positions, moving upward 1-3 pay grades and yielding increases ranging from 5 to 15%. This is the most significant re-calibration of salaries since the MAPT structure was completed revised in 2012. The results of the study indicate a dramatic regional employer response to the heightened national focus on inflation and record low unemployment rates, reflected in greater competition for qualified workers.

The outcome of the benefits study, relevant to both IBEW and MAPT groups, was better news, indicating that as a total package, EWEB benefits, including paid time off, are as good or better than any offered by comparable regional employers. While late 2021 health insurance claims utilization drove 2022 premium increases to higher-than-expected levels, the rate of EWEB’s increases remained below the average for comparable regional employers. Last year’s increasing utilization rate and early 2023 claims, particularly related to a few very high-dollar and likely sustained medical conditions, suggests EWEB should



expect a premium increase of anywhere to 10% to 15% for 2024. In addition to claims utilization and routine administrative expenses, premium escalation is also being driven by medical providers and facilities passing their escalating expenses on to patients.

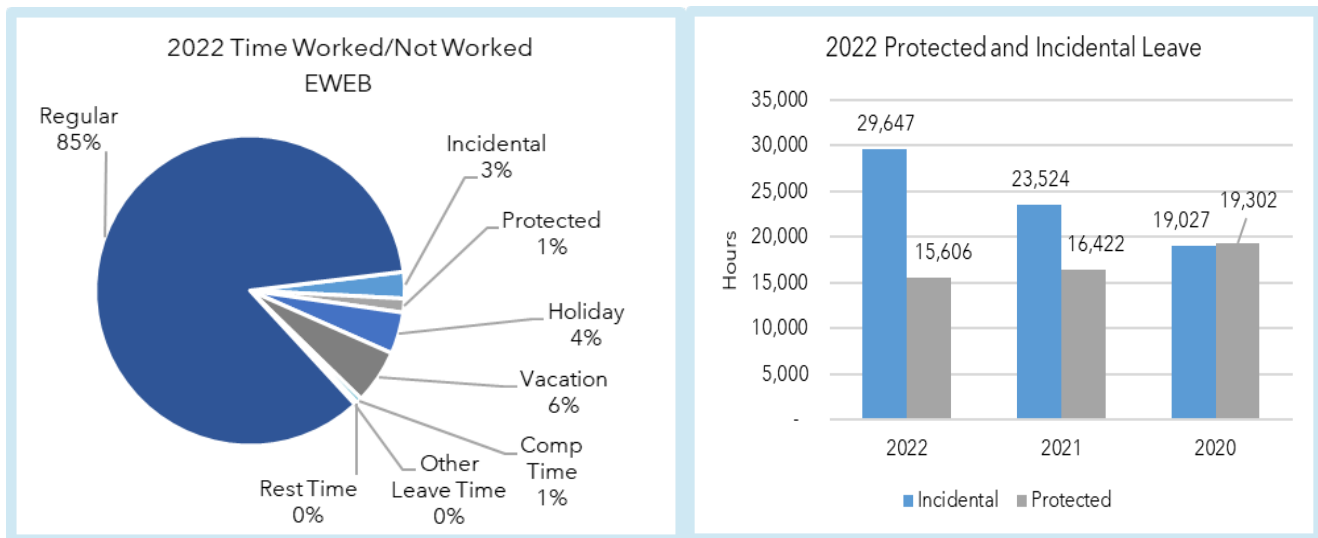
EWEB has exhausted all cost-containment strategies available through plan management. Apart from considerable changes to plan designs, which would diminish the value of EWEB benefits to prospective and existing employees, self-funding medical plans is the only remaining cost-management strategy. Self-funding relieves employers from some state and federal taxes and fees. After considerable comparative analysis of self-funding against EWEB’s current fully insured financial model, plans are underway to adopt the self-funded model in January of 2024 or 2025. EWEB tested self-funding with the dental plan in 2022, experiencing a cost reduction of approximately \$150K.

Fully staffed at mid-year, the Continuous Improvement Team was able to update on-line training and self-service resources to better align with the Dynamic Workforce Model and well-positioned to support phase I of the EES initiative through work to complete “as-is” process mapping, completing over 200 process maps. The process mapping as well as their work while embedded with project teams on other organization-wide initiatives, enabled the further adoption of continuous improvement as an EWEB norm through experiential learning.

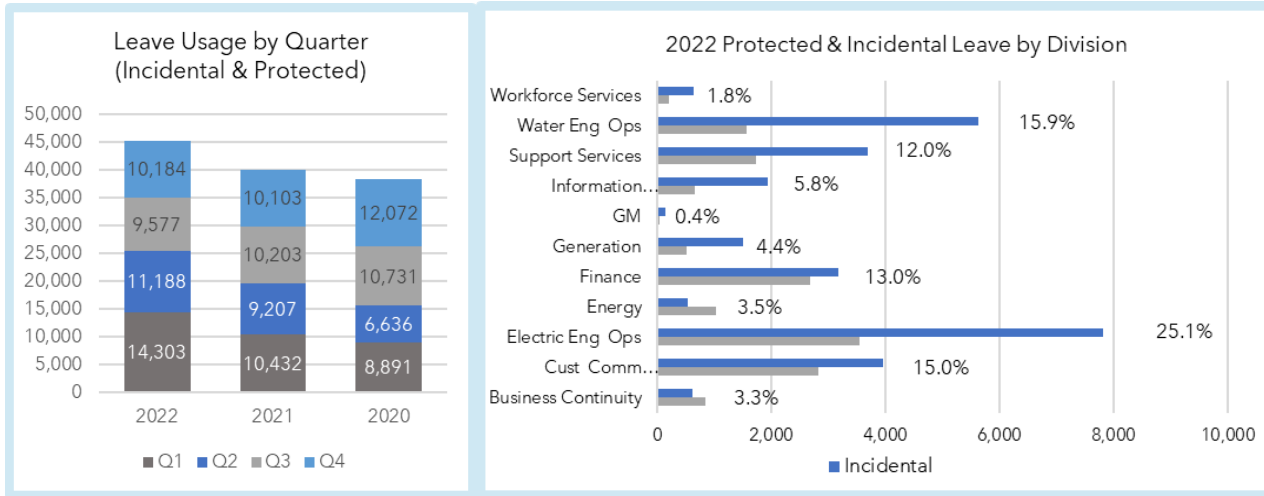
**BENEFITS PROGRAM MANAGEMENT**

**Workforce Capacity Disruption – 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.

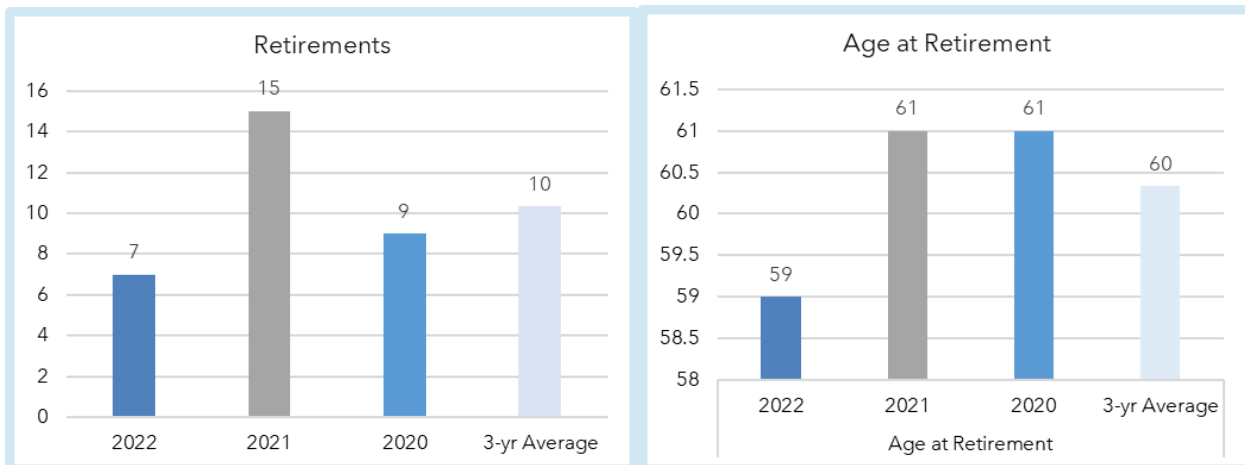


Protected leave usage fell 5% while incidental leave usage rose 26% from 2021; this is attributed to the increased FTE and the spike in Omicron in Q1 of 2022.



### Retirements

2022 had 7 retirements, 53% fewer than 2021 and 48% lower than the 3-year average. The 3-year average age at retirement fell to 60 as more eligible employees leveraged their PERS tier 1 benefits in 2022.

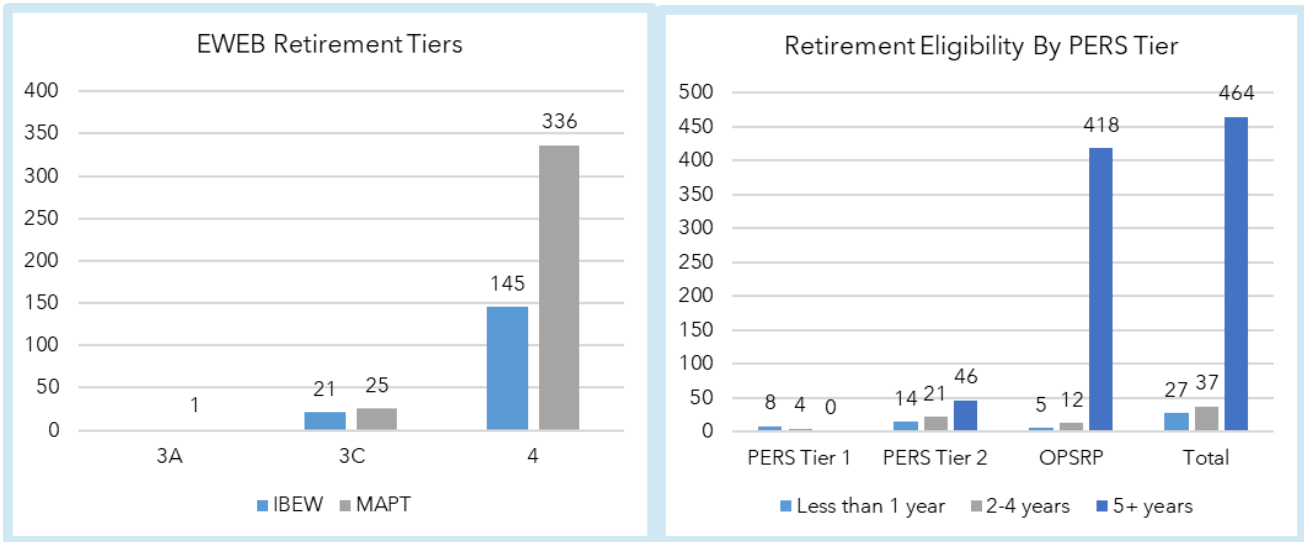


### Retirement Probability

The number of retirees in PERS Tiers 1 and 2 is declining, with 82% of active EWEB employees now in the OPSRP retirement program. Over time, OPSRP retirement eligibility requirements are expected to drive the average age at retirement toward 65, full OPSRP retirement and Medicare eligibility.

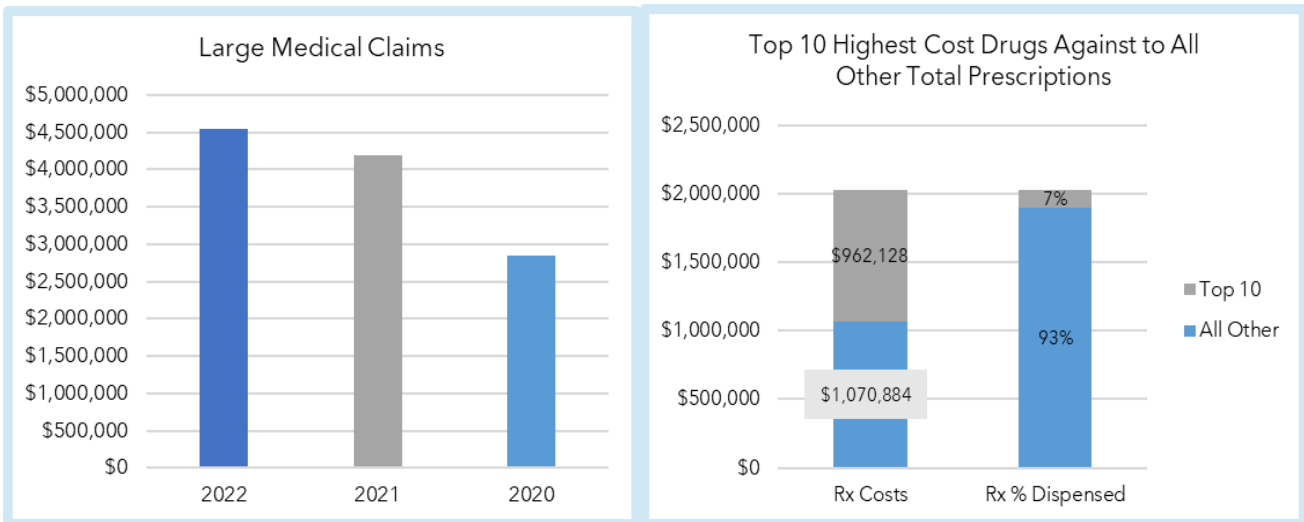
Full Retirement Eligible* within:	PERS Tier 1	PERS Tier 2	OPSRP	Total
Less than 1 year	8	14	5	27
2-4 years	4	21	12	37
5+ years	0	46	418	464
<b>Total</b>	<b>12</b>	<b>81</b>	<b>435</b>	<b>528</b>

\*Based on age and/or years of service

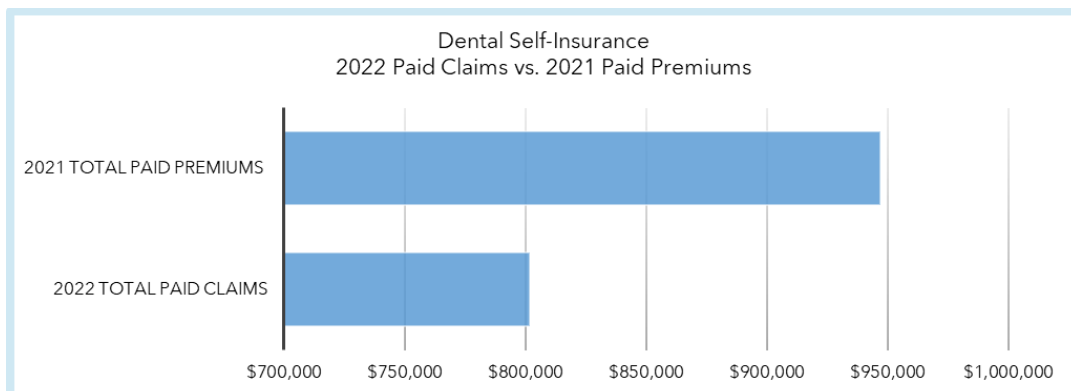


### Health Plan Utilization

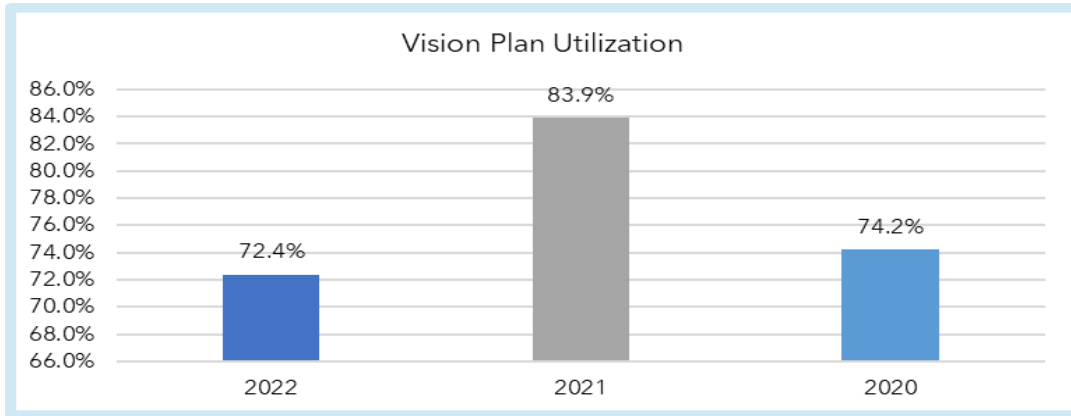
The top ten most expensive drugs represent only 7% of total dispensed drugs but are 50% of total pharmacy costs.



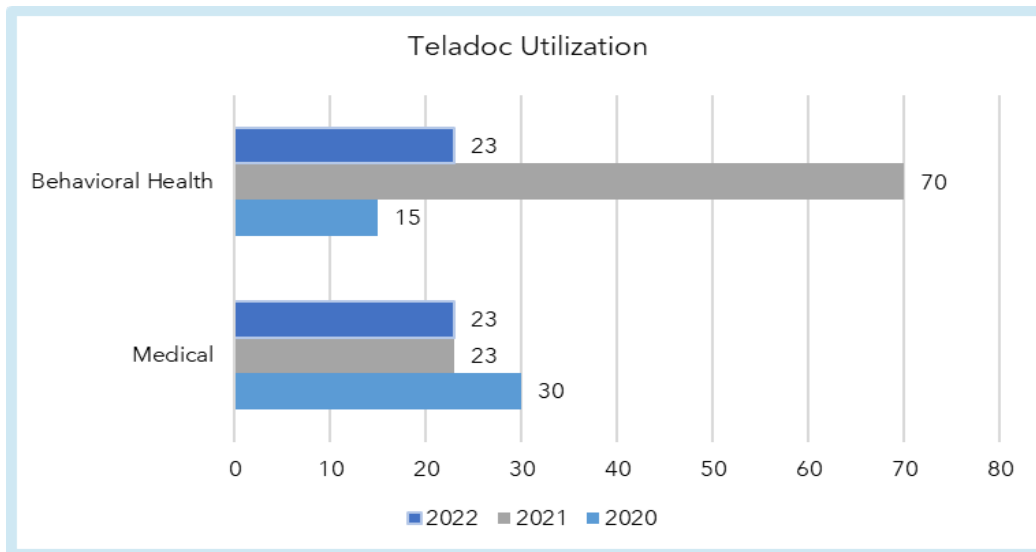
EWEB saved approximately \$150K by moving the dental plan to self-insurance in 2022.



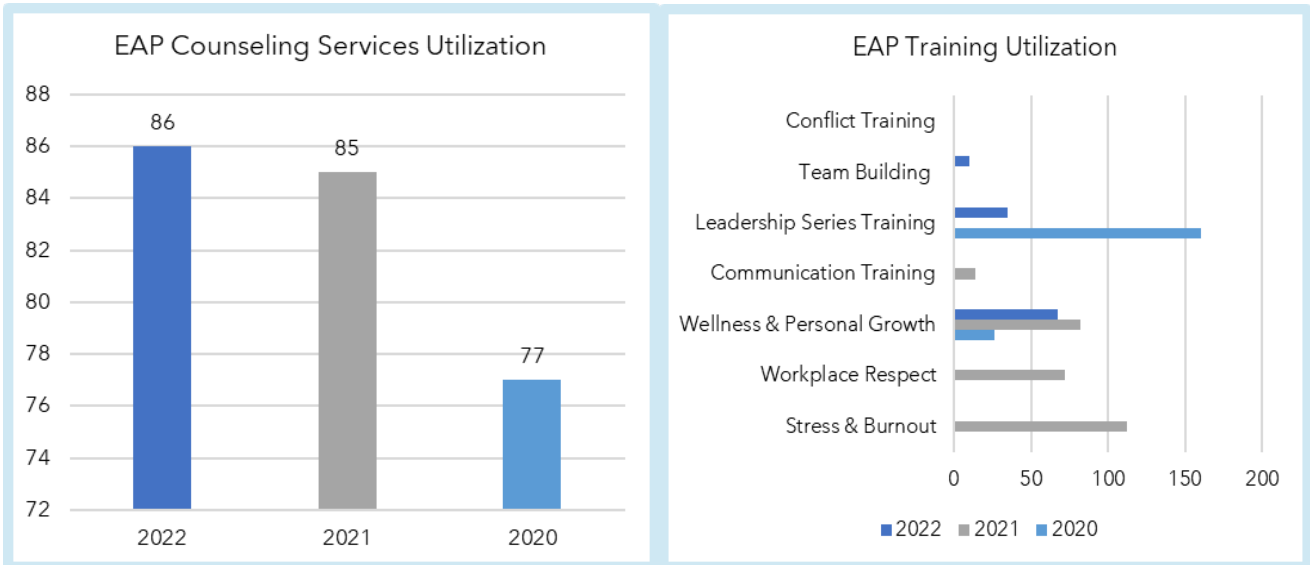
Vision plan utilization decreased by 11.54% as compared to 2021 and is down slightly when measured against 2020.



2022 Teladoc behavioral health visits decreased by 78.5% as compared to 2021. Medical visits were flat over the same period.

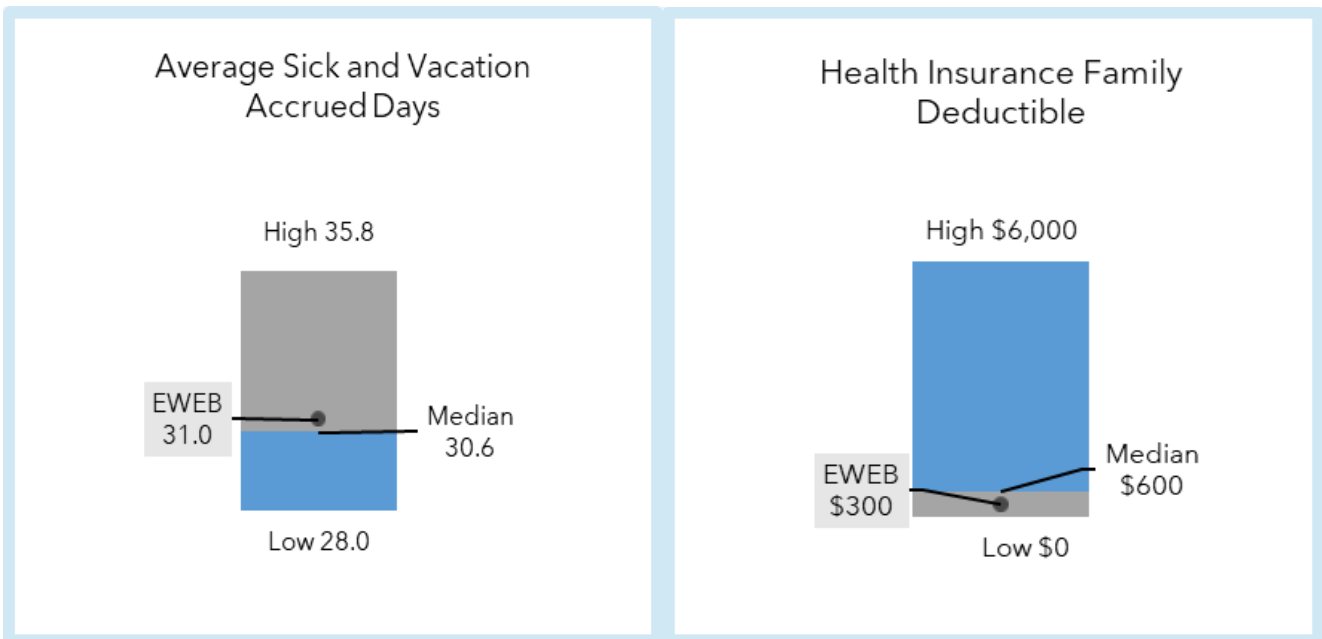


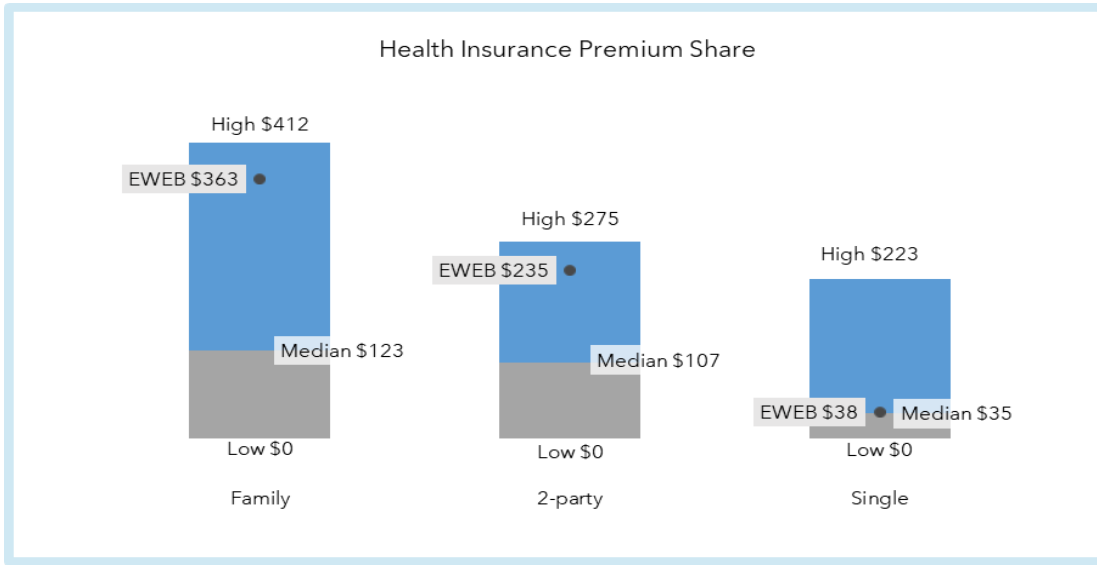
2021 EAP training service utilization spiked due to stress and burnout, but 2022 is back in line with pre-Covid levels.



### Benefit Comparators

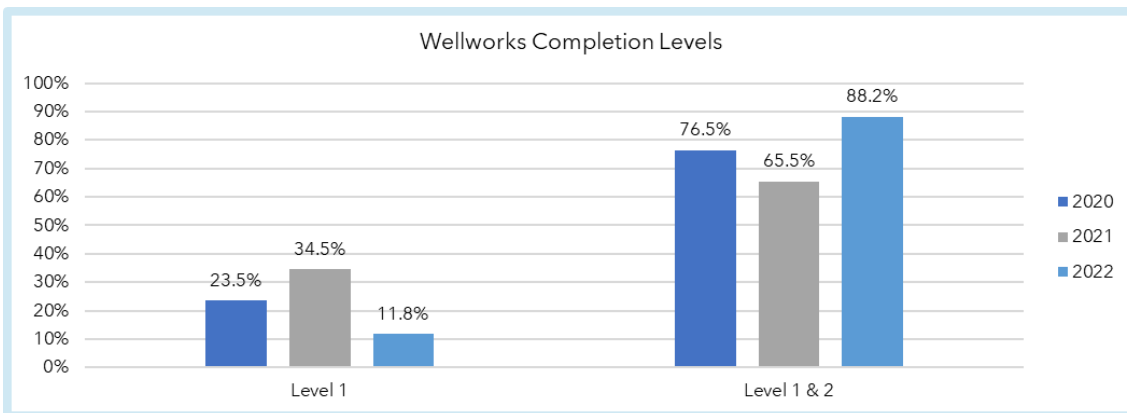
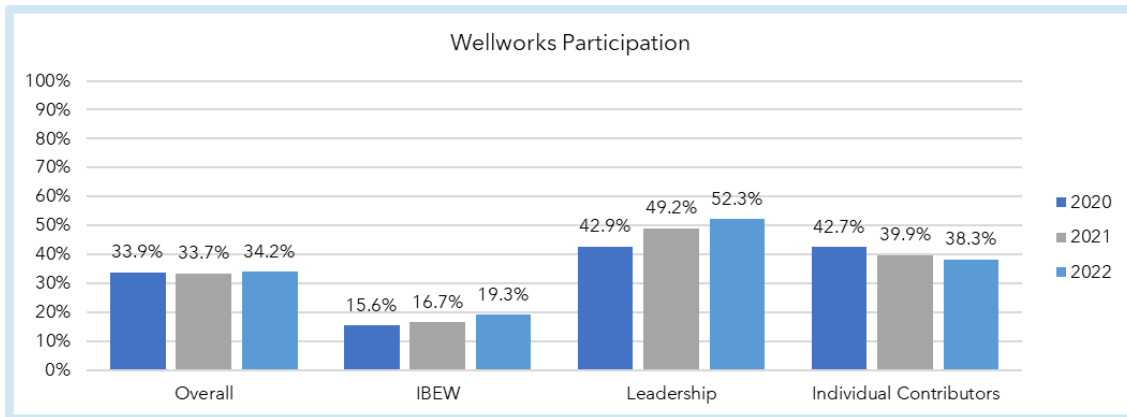
A benefits study that commenced to support bargaining, yielded good results. While it is difficult to compare health and PTO plans, results demonstrate that EWEB meets or exceeds regional utility employers. EWEB’s 2-party and family employee premium share, while higher than other comparable organizations, enables EWEB to provide a richer traditional plan design, with a low deductible, and out of pocket costs. The following graphs illustrate EWEB’s position relative to Utilities and Municipalities across Oregon and Washington:



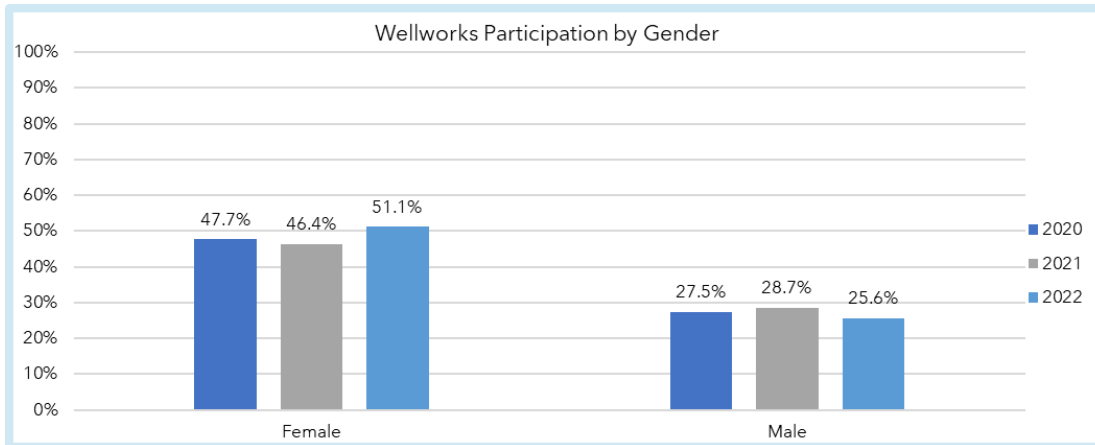


### VEBA Wellworks

Wellworks payouts increased by 7% overall in 2022 while overall participation stays near 44%, and a greater percentage of employees completed both levels of the program.



Women's participation in 2022 increased by 4.8%, while men's fell slightly. Participation in wellness programs by women is typically higher than men, and this is represented in EWEB's program.



### CONTINUOUS IMPROVEMENT (CI)

#### CI Services

- 35 projects in direct support of EWEB’s organizational goals 1, 2, and 4
- More than 50% of projects were “level II,” the most labor-intensive, embedding CI specialists with project teams.
- Service requests are up considerably, indicating steady progress in the adoption of CI as a cultural norm of EWEB work.

#### CI Training

- 33 CI training offerings that served 270 students.
- Adapted classes for virtual delivery and launched a robust online library of self-guided tools and resources.
- Training approach includes both conventional instructional courses and experiential learning enabled and reinforced as CI specialists integrate with project teams to incorporate CI concepts and tools into actual work initiatives.
- Project team members receive “real-time” instruction on the use of a variety of CI tools to solve problems, maximize processes, and continuously evaluate and evolve work outcomes, gaining practical experience and repeatable skills that can be applied to future work.

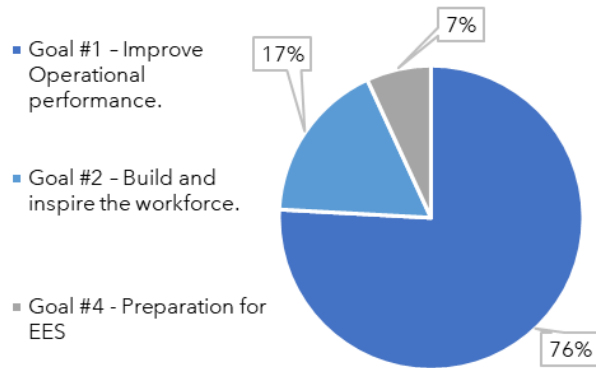
#### CI Department Work to Support Goal #4 – EES Preparation

Current-state business process mapping is advance work for each department before transitioning to SAP. Beyond its tactical value, it is an important step in the change-management process.

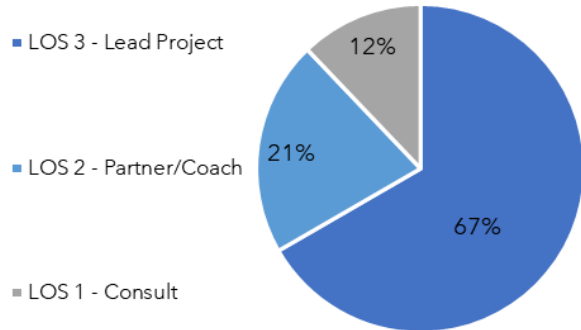
- Completed Phase I, yielding 204 dept-level business process maps.
- Engaged with EES Organizational Readiness Team

Notable for 2022		
Project Intakes	Count	Details
New requests in 2022 for CI support	29	Continuous Improvement is continuing to grow our support across the organization, with 29 intake requests in 2022
Rolled over from 2021 and active in 2022	13	Several projects from 2021 remained active in 2022 in addition to the new intakes received.
Total Active CI Initiatives in 2022	35	CI supported 35 initiatives throughout the organization in 2022, with the majority at a high level of service.* see the level of service graph below

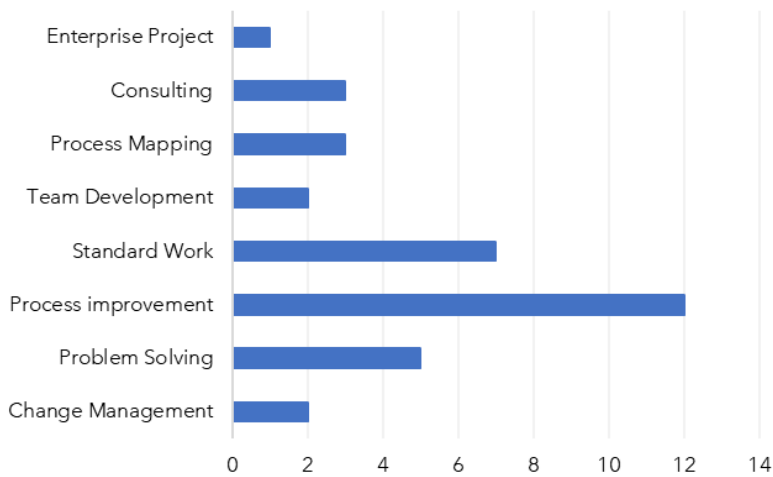
### Actively Supporting EWEB's Organizational Goals



### Levels of Service



### 2022 CI Customized Deliverables



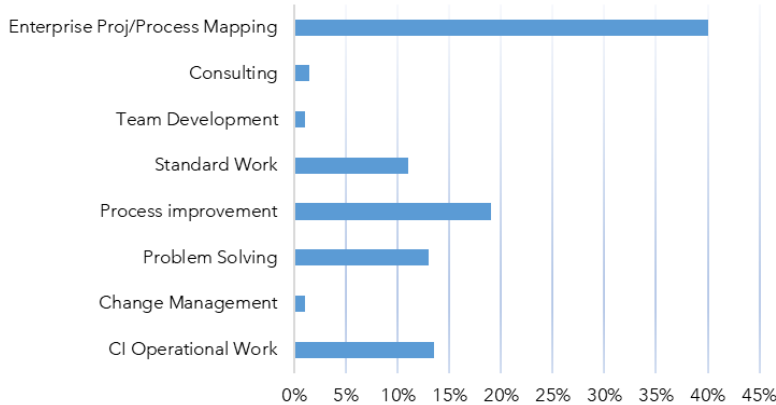
Experiential learning through employees actively working on continuous improvement initiatives is the primary focus.

2022 CI Customized Deliverables indicate each project's primary deliverable.

2022 % Utilization of CI Resources indicates the expenditure of CI FTE resources.

The table below indicates the number of EWEB employees actively engaged in CI work for specific CI deliverables in 2022.

### 2022 % Utilization of CI Resources







Enterprise Proj/Process Mapping	94
Consulting	5
Team Development	2
Standard Work	60
Process Improvement	397
Problem Solving	72
Change Management	78



## 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><b>Overall Status</b></p>   <p>Achieved</p>	<p><b>Status Summary</b></p>  <p>A slight surge in early Q4 resulted in minimal impact in EWEB operations.</p>	<p><b>Item of Interest</b></p>  <p>All pandemic restrictions and have been suspended. COVID and flu related absences and related impacts on EWEB operations are being managed at the Supervisor level.</p>
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### PROJECT MILESTONES





EWEB wide COVID-19 Pandemic response was suspended at the end Q2 2022 along with other State and Federal COVID management programs.

### COMPLETED

We still track COVID cases if someone reports a positive and let them know to follow existing guidelines for isolation. 17 COVID-19 cases were reported in Q4.

**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><b>Overall Status</b></p>   <p>On Target</p>	<p><b>Status Summary</b></p> <p>On track with opportunities for ongoing improvement.</p> 	<p><b>Item of Interest</b></p> <p>Prepared to launch Employee Survey.</p> 
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**PROJECT MILESTONES**

The Dynamic Workforce Model policies and procedures were officially implemented on June 1, 2022.

**COMPLETED**

Additional offerings of the Office 365 training series were made available to help employees leverage online tools to maximize productivity and collaboration.

The Executive Team conducted the first in a series of Plan Do Check Act (PDCA) continuous improvement exercises. Each team member shared personal observations and feedback from their teams around aspects of the Dynamic Workforce Model (DWM) that are working well and opportunities for improvement. They discussed how the DWM is affecting organizational performance, recruitment ability, alignment to EWEB’s organizational values and DWM guiding principles, and how well the organization is leveraging mobile work tools.

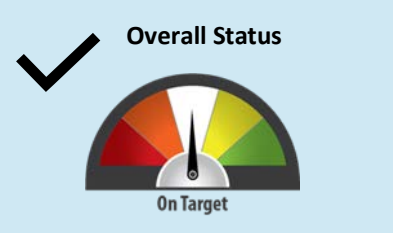
A team consisting of the General Manager, Assistant General Manager, and staff worked with an outside consultant to develop an all-employee survey. The survey will be administered by a third party, McLean & Co., in January 2023. This will be the first organization-wide survey conducted since 2013. The information gathered will be used to better understand the experience of EWEB employees and help identify strengths to build upon and opportunities for improvement. Data gathered this year will be used as a baseline measurement as we evaluate the effects of employee initiatives in the future. By partnering with McLean & Co., EWEB’s results can be compared with other organizations.

**IN PROGRESS**

In Q1 2023, the Executive Team will discuss and prioritize learnings from the Dynamic Workforce Model evaluation and Employee Survey to identify areas for action that lead to improvement.

**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 (Hutchens)

<p><b>Overall Status</b></p>  <p>On Target</p>	<p><b>Status Summary</b> Contract ratified; implementation and training to happen in early 2023.</p>	<p><b>Item of Interest</b> EWEB and IBEW successfully negotiated a ratified contract to begin April 1, 2023.</p>
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**COMPLETED**

In late August, EWEB and the IBEW commenced negotiations to replace the collective bargaining agreement set to expire on March 31, 2023. The teams met twice weekly through mid-January to enable a union vote on the proposed agreement in mid-February, resulting in ratification by the IBEW membership on February 16th. Nearly 90% of the membership participating in the voting process, indicating significant union engagement on the part of EWEB’s bargained workforce.

The process was highly collaborative, using a combination of interest-based bargaining and transparent proposal exchange. The parties had numerous shared interests, focusing primarily on ensuring EWEB pay, benefits and compensable work practices are comparable to or lead those of regional employers competing with EWEB for qualified workers. Increased flexibility and personal control with respect to the utilization of paid time off also figured heavily into negotiations.

The teams worked together to update comparators, and relational distances to each of the benchmark jobs was validated, leaving a refreshed historical record to support future negotiations. The teams also created a joint bargaining and intent record as a reference to be used in interpreting the agreement and in the event of future grievances.

The ratified 4-year agreement will go into effect on April 1st, 2023. To ensure EWEB pay remains aligned with regional employers, the agreement is comprised of an every-other-year combination of fixed percentage increases, alternating with market “true-ups” of the benchmark for each of the labor groups (electric, water, general labor).

Benefits remain unchanged, locking in EWEB’s medical plan design for the life of the agreement. An addition of 12 hours paid time off was added, replacing the current 12 hours of “float holiday” with 24 hours of flex time.

**IN PROGRESS**

EWEB and the IBEW will work together to provide joint training to labor employees and supervisors on contract changes in anticipation of the April 1<sup>st</sup> effective date.

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

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

<p><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b> DEI Audit of recruitment and hiring practice completed.</p> <p>Increasing candidate response despite challenged hiring market.</p>	<p><b>Item of Interest</b> Unemployment rates at record lows.</p> <p>Application responses continue to increase.</p>
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**PROJECT MILESTONES**

Applying findings from DEI audit and applicant outcomes from 2022 to find additional opportunities, such as candidate sourcing, to fill technical, supervisory, and trade positions.

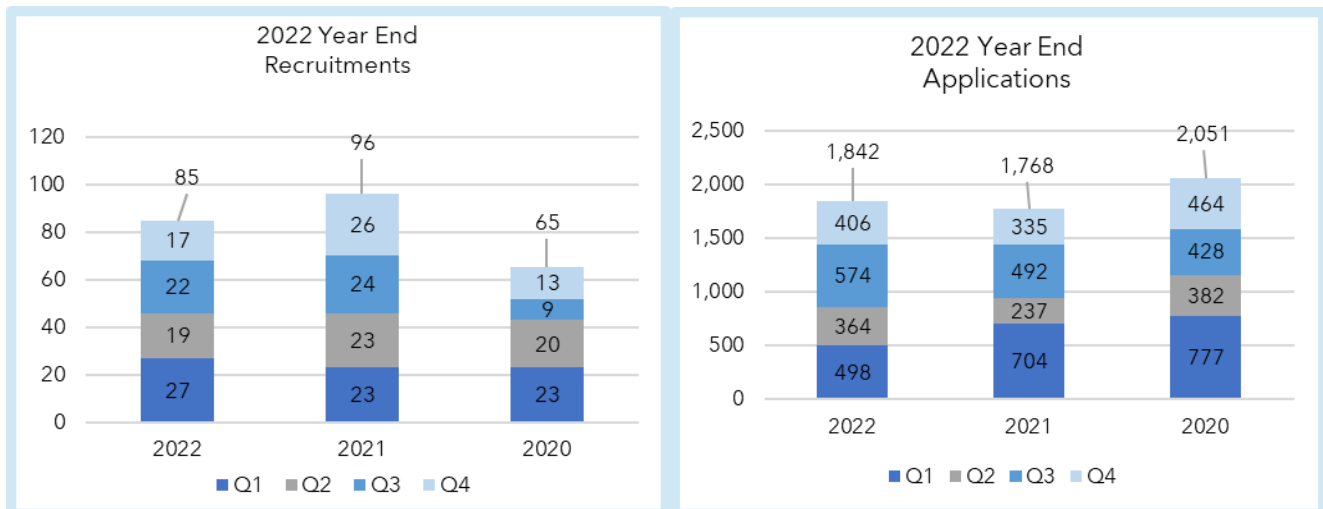
**COMPLETED**

Oregon’s unemployment rate increased to 4.5% in Q4, while the national rate remains at 3.4%. Despite record low unemployment rates and increased competition for qualified candidates, application responses continue to increase per recruitment, with an 85% increase as compared to Q4 2021. Total application responses for 2022 increased by 18%. A Recruiting & Hiring DEI audit was completed in late 2022 with recommendations being implemented in the first half of 2023. Addition of Time to Hire and Fill data for 2022 will be leveraged to understand effectiveness of recruitment efforts and where improvements can be made. Improvements were observed in both measurements in the 2nd half of 2022, with Time to Hire being largely affected by housing constraints and candidates providing longer notice to previous employers. Almost half of applications received in 2022 were through Indeed. Additional opportunities to source candidates, with tools such as LinkedIn, are being explored in 2023.

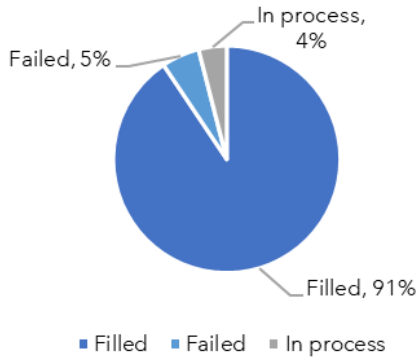
Additional data was obtained in 2022 from applicants regarding application source and reason for applying. “Positive community impact” and “Reputation & Culture” were the top two reasons for considering employment at EWEB.

**IN PROGRESS**

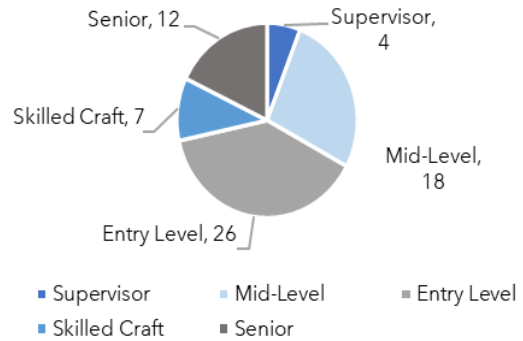
Voluntary non-retirement attrition for 2022 rose to 6%, slightly above the targeted 5%, while retirement rates remain low. Total attrition for the quarter was 8.1%, but remains below the industry average of 9.6%, as reported by Milliman.



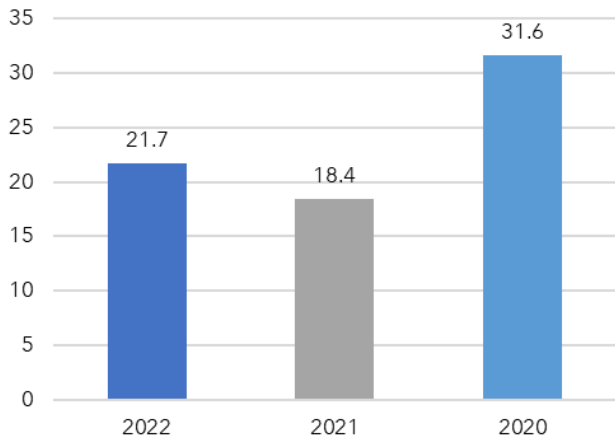
2022 Recruitment Outcomes



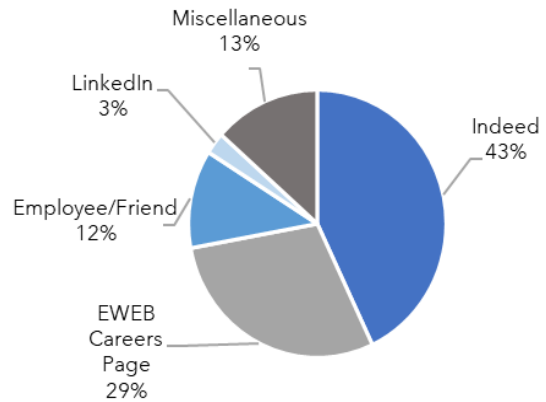
2022 Recruitments by Position Level



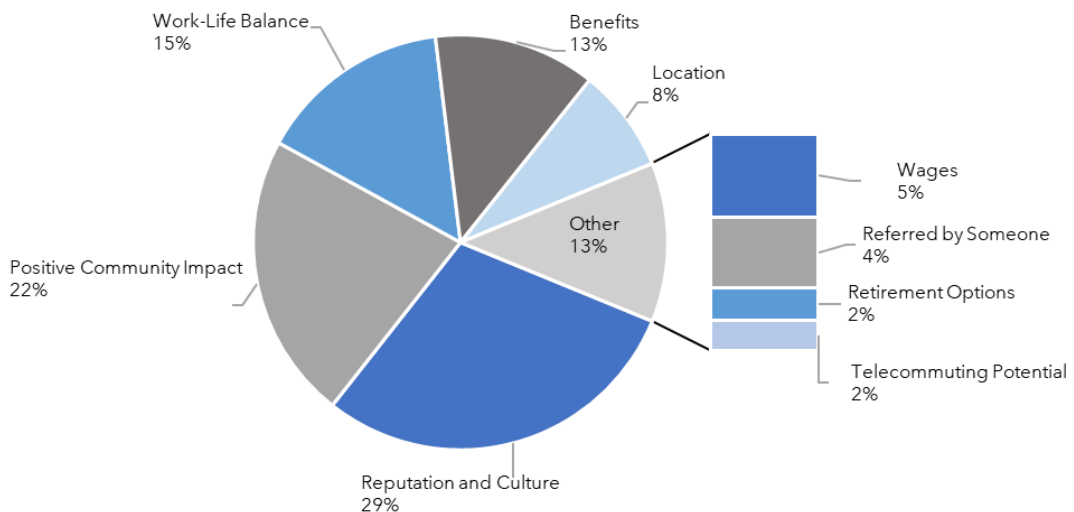
2022 Avg Applications per Recruitment



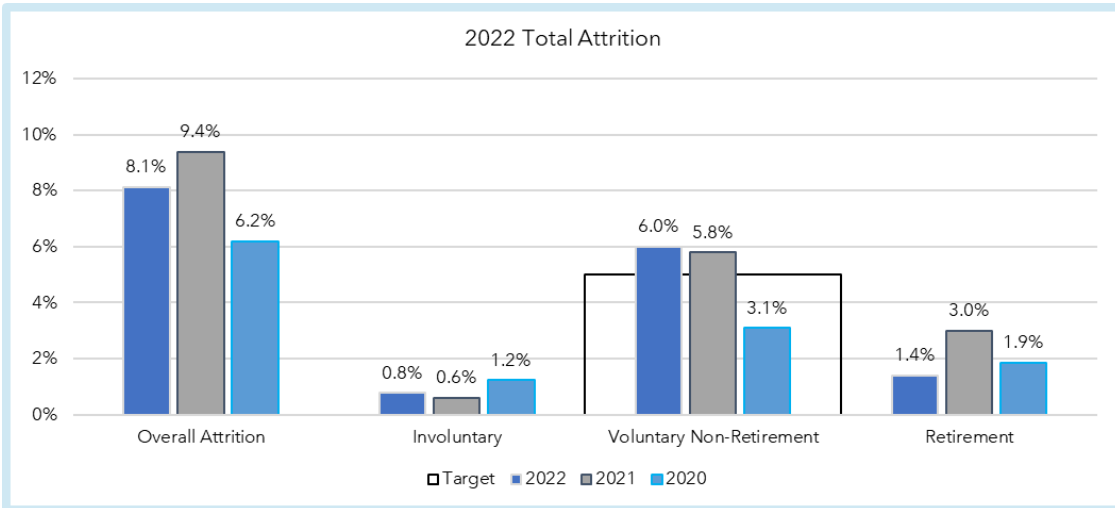
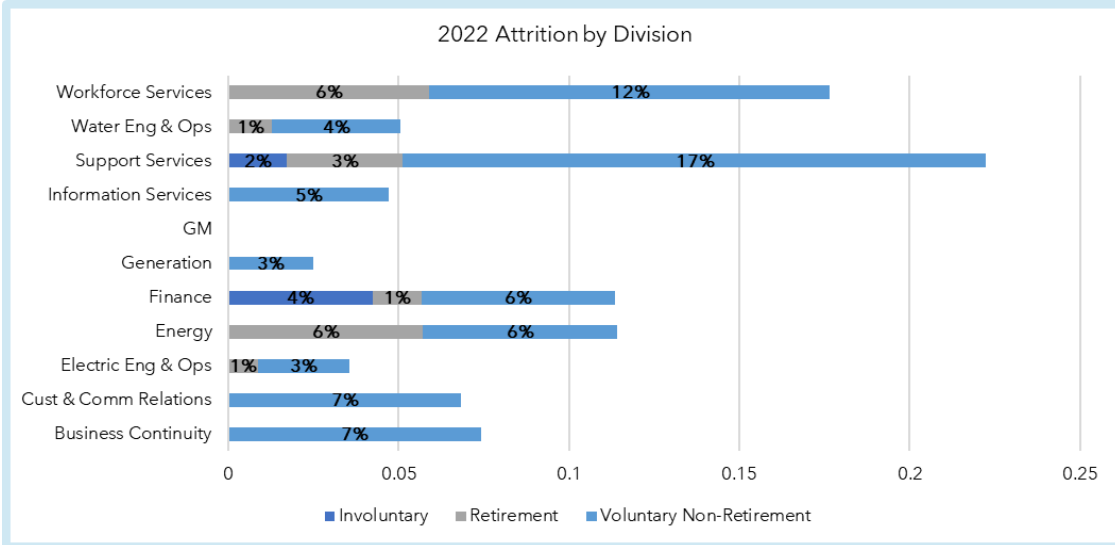
2022 Application Source



Why are you interested in working at EWEB?



2022 Recruitment Timeframes		
	Jan-June	July-Dec
Time to Fill (posting to offer acceptance)	55	52
Time to Hire (posting to date of hire)	84	79



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

Submitted By: Rod Price – Assistant General Manager

<p><b>Overall Status</b></p> <p>Below Target</p>	<p><b>Status Summary</b> Progress was made, but overall rating is below target due to delayed Board policy work.</p>	<p><b>Item of Interest</b> SPARKS, an Employee driven activities group, launched in December with the goal of providing all employees opportunities to gather and foster connections.</p>
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**PROJECT MILESTONES**

Board DEI Policy work was deferred to 2023 to address other major goals.

**COMPLETED**

- Workforce services completed a recruitment and hiring DEI audit to help widen our recruiting pool.
- Diversity Team selected team leads and stood up two new groups in Q4 to help support the team’s mission. The Education/Activity group is now in full swing planning guest speakers, TED talk activities and providing internal educational stories. The Community group decided to focus their efforts in 2023 on revitalizing EWEB’s connections with the community schools.
- Continued participation in the Equity and Community Consortium, including another agency ECC member that was a guest speaker for the Diversity Team.
- A new employee activities group, SPARKS, was set up to plan and execute employee activities to help our employees get re-connected with each other post COVID. The first event was held in December and was a family event featuring Santa and pancakes with an accompanying fund raising for local charities.







**IN PROGRESS**

- Drafted 2023 Organizational Goal to continue Board focus on DEI policy.
- Looking at connections to other programs for DEI, such as Health and Safety total worker health, recruitment and hiring, Climate Action program, outage management process and dynamic workforce policies, customer and employee surveys and IRP process.

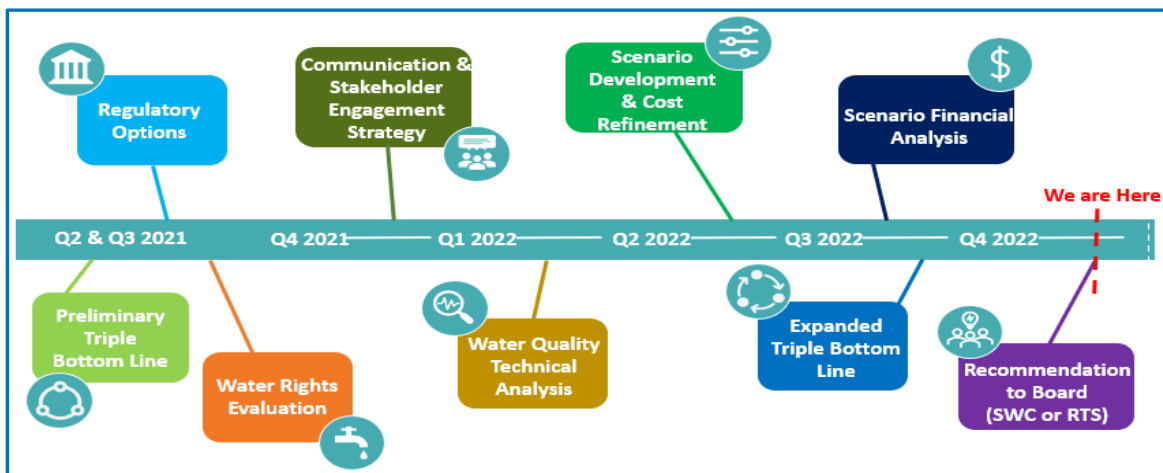
## GOAL 3 – IMPROVE OUR DAM SAFETY & HYDROELECTRIC COMPLIANCE

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><b>Overall Status</b></p>  <p>Achieved</p>	 <p><b>Status Summary</b> All action items are complete. In January 2023, the Board approved the management recommendation to move towards decommissioning the Leaburg project.</p>	 <p><b>Item of Interest</b> Staff have begun developing a Leaburg Decommissioning Action Plan that lines out process and milestones for the next decade.</p>
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### PROJECT MILESTONES



### COMPLETED

- Submitted the final Triple Bottom Line (TBL) report to the Board in December, along with a Management Recommendation to move toward permanent decommissioning of the Leaburg Hydroelectric Project.
- Met with the FERC Division of Hydropower Administration and Compliance (DHAC).
- Presented final TBL results to several civic groups, including the Eugene Chamber of Commerce, Springfield Lions Club and initiated direct outreach to 23 neighborhood associations.
- Completed the Leaburg project public survey.
- Completed the 2022 field work for a water quality impact analysis.
- Completed the Drilling Program Plan (DPP) for near term risk reductions measures and convened a pre-submission review meeting with the FERC.
- Executed an agreement for Surface Water Registration No. 631


### IN PROGRESS

- Development of a Leaburg Decommissioning Action Plan.
- Continued public and stakeholder outreach.
- Water quality impact analysis.
- Design of near-term risk reduction measures.



**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><b>Overall Status</b></p>  <p>Below Target</p>	<p><b>Status Summary</b> Staffing, training, and implementation plans are in progress.</p>	<p><b>Item of Interest</b> The Chief Dam Safety Engineer announced an early 2023 retirement. A recruitment will be conducted in Q1.</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 – Q4 2022
- Basic Incident Command System (ICS) Training completed for all Generation staff – Q4 2022
- SharePoint Based Compliance Tracking System Implementation – Q4 2022

**COMPLETED**

**Dam Safety Program**

- Consultant assessment of dam safety emergency response capabilities, with recommendations for improvement.
- Training is underway 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





**IN PROGRESS**

- Recruitment of new Chief Dam Safety Engineer/Dam Safety Program Supervisor following retirement in early 2023.
- Long Term Staffing and Resource Plan, and Dam Safety training program.
- ICS Training for all Generation staff, with expanded training for key personnel. Not complete by end of 2022.
- Development of SharePoint Compliance Tracking System.

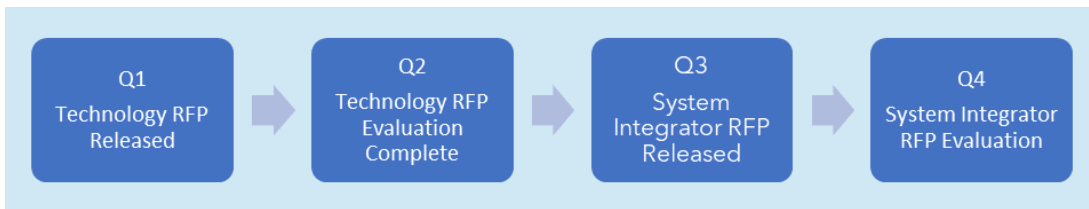
## GOAL 4 – PREPARE TO REPLACE CHANGING & AGING TECHNOLOGY

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: Travis Knabe (CIO), Deborah Hart (CFO), Julie McGaughey (CCO)

 <p><b>Overall Status</b></p>  <p>On Target</p>	 <p><b>Status Summary</b> The SAP Contract is complete. Deloitte selected as SI Partner. Contract negotiations to start in FY23 Q1.</p>	 <p><b>Item of Interest</b> Deloitte pre-contractual kick-off. They are willing to engage to assist EWEB teams in preparing for the implementation.</p>
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### PROJECT MILESTONES



### COMPLETED

- SAP S/4HANA Contract
- On site System Integrator (SI) Evaluation Sessions: HCL, IBM, Deloitte
- SI Scoring and Reference Checks
- SI Selection: Deloitte
- EWEB Team Leads Announced:
  - Rachael Chilton – Customer
  - Bruce Debysingh – IS
  - TiaMarie Harwood – Finance
  - Marianne McElroy – Billing Operations
  - Anastasia Ehlers – Organizational Change Management
- Data Governance Contract

### IN PROGRESS

- Deloitte Contract Negotiations
- Program Director Selection
- Data Governance Assessment kick-off

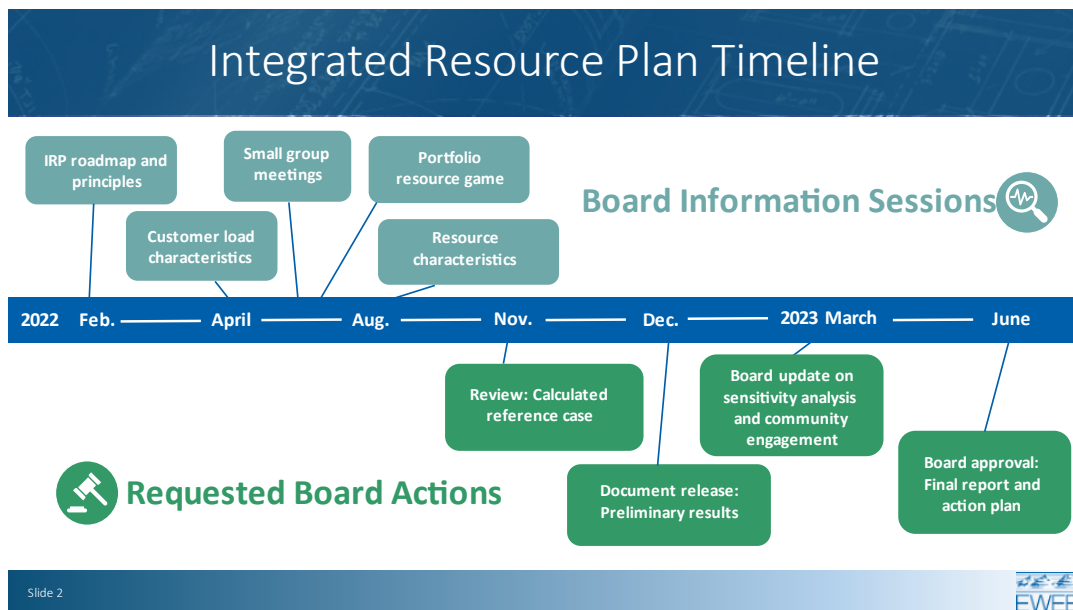
## GOAL 5 – COMPLETE “PUBLIC DRAFT” OF AN INTEGRATED RESOURCE PLAN

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><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b> “Public Draft” IRP is completed last December after the reference case was presented and discussed with the Board in November, 2022.</p>	<p><b>Item of Interest</b> Staff completed a white paper on solar, current policies and its role in a future EWEB load and resource portfolio.</p>
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### PROJECT MILESTONES



### COMPLETED

On November 15th, 2022, staff presented its calculated reference case to the Board for discussion and next steps. In December, staff published its public draft report prior to implementing its stakeholder engagement plan in 2023.

### IN PROGRESS

Staff are now working to meet 2023 Board Goal #4, to build on the 2022 Integrated Resource Plan (IRP), preparing an IRP for Board endorsement utilizing stakeholder outreach, iterative analysis to test future scenarios and finalized model results. In the second half of 2023, staff will launch the analysis of the Bonneville Power Administration product options, “electives”, and terms and conditions anticipated in the next contract.

## GOAL 6 – IMPROVE OUR OPERATIONAL RESILIENCY

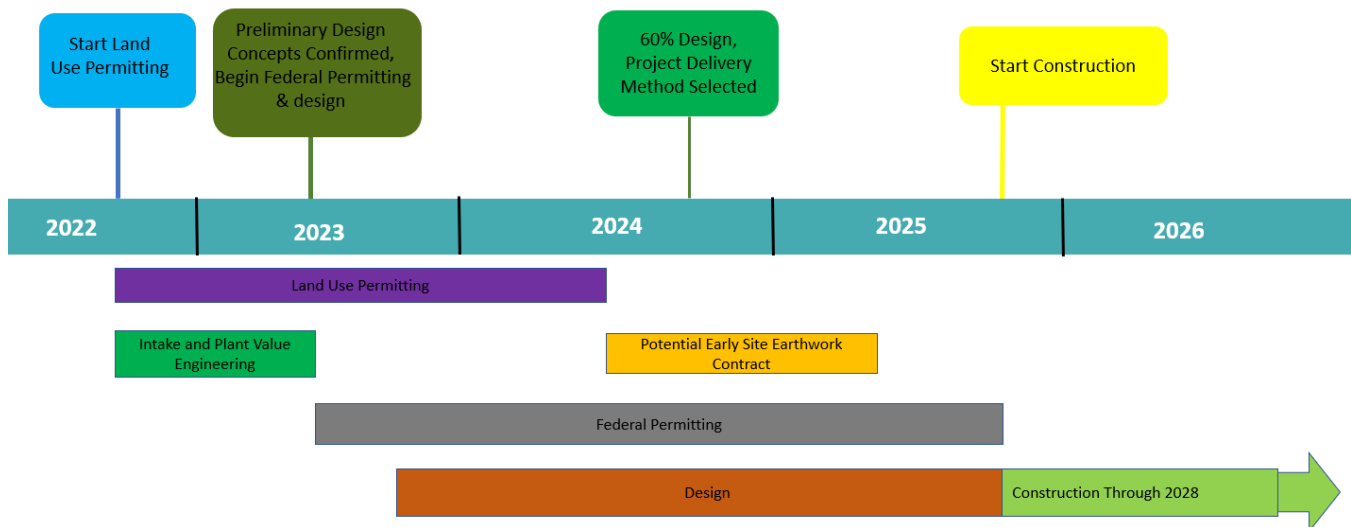
6a) Completing a plan for Willamette drinking water treatment, including project scope, schedule, and capital spending details, along with 2022-2023 land-use and permitting milestones

Submitted By: Karen Kelley – Chief Operations Officer and Mike Masters – Water Division Manager AIC

<p><b>Overall Status</b></p> <p>On Target</p>	<p><b>Status Summary</b></p> <p>Moving the project to On Target with recent initiation of land use and permitting efforts.</p>	<p><b>Item of Interest</b></p> <p>Recent permitting efforts confirmed the time frame allocated for this work. Applications to be submitted by YE-2023 followed by two years of Agency review and approval.</p>
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### PROJECT MILESTONES

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



### COMPLETED

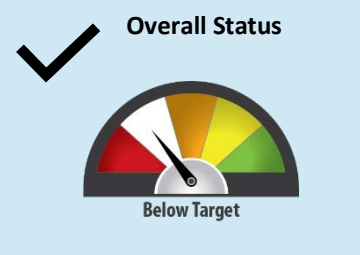
- Preliminary design for both Willamette treatment plant and river intake (2014-2017)
- Negotiation of alternative treatment plant location and access/pipeline easements with the Springfield Utility Board.
- Bulk of construction of access road to serve as secondary access to treatment.
- Work session with City of Springfield on project and land use approvals.
- Retainage of consultants for land use approvals, federal permitting, and value engineering.
- Application submittal for an additional water right on Willamette River through access to federal stored water. Additional rights will supplement existing Willamette rights and establish process for future access to stored water.

### IN PROGRESS

- Working with consultants on land use approvals, federal permitting, and intake value engineering.
- Site surveying and revised entrance road design.
- Second source communication planning and preparation of funding requests for submittal to state legislature.

**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><b>Overall Status</b></p>  <p>Below Target</p>	<p><b>Status Summary</b></p> <p>2023 Budgeting Process completed. 10-year CIP updated and submitted. Alignment of Master Plan goals, metrics, and program targets. Individual equipment plans updated to reflect present fleet overall condition.</p>	<p><b>Item of Interest</b></p> <p>Developing scope of work and effort charter. Developing policy level process for updates.</p>
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**PROJECT MILESTONES**

Due to change in direction because of lack of internal resourcing and critical path needs associated with EES project (Asset Management Module pushed to beyond 2023) this effort will roll over to 2023. The effort will be in partnership with internal Project Management Office (PMO) and rely on 3<sup>rd</sup> party consultant resourcing for completion.

**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.
- Completed update of asset plans (equipment specific, fleet, age of system/condition analysis).





**IN PROGRESS**

- Planning kickoff and alignment of key staff and stakeholder activities.
- Draft of internal Master Planning Policy.
- Partnered with internal PMO for additional resourcing for development.
- Drafting Project Charter.
- Large Strategic Reconfiguration Projects kicked off and preliminary design in progress (Thurston Substation, Blue River Reconfiguration, IP Scoping) .
- Awarding 3<sup>rd</sup> party consultant analysis study for IP/Hayden Bridge/Thurston Substation Reconfiguration Options Analysis.

## 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><b>Overall Status</b></p>  <p>On Target</p>	 <p><b>Status Summary</b> Concluded 3-part information series on ratemaking with Board.</p>	 <p><b>Item of Interest</b> Management alignment of rate framework starting with a basic understanding of current data and systems.</p>
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### COMPLETED

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. A Rates Manager position has been created and will be fill in Q2 of 2023.

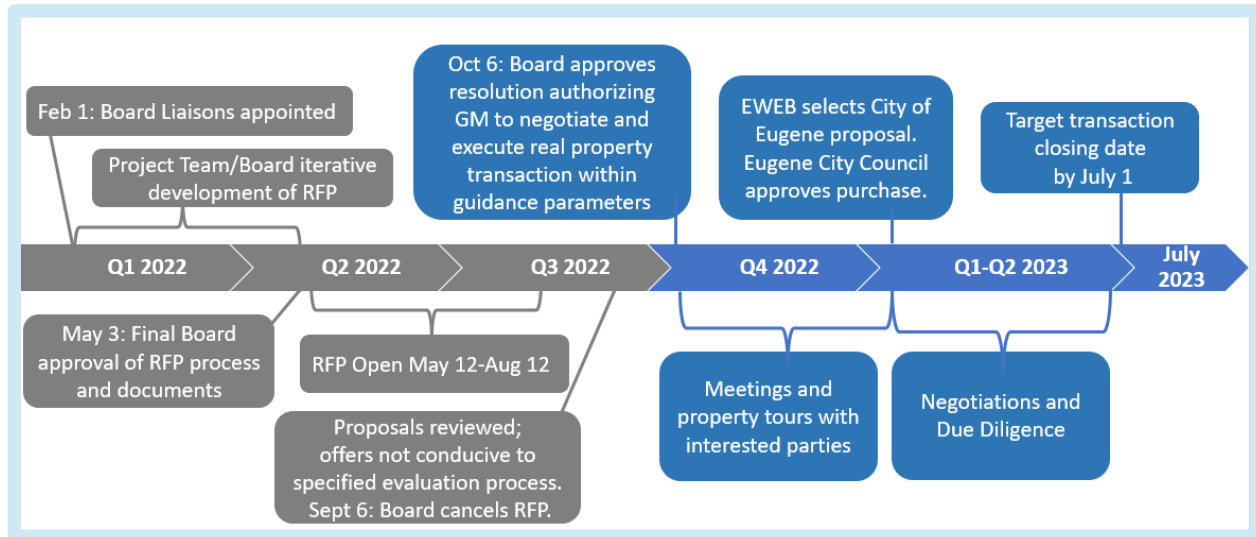
## GOAL 8 – FINALIZE THE LONG-TERM DISPOSITION, POTENTIALLY DIVESTITURE, OF EWEB’S HEADQUARTERS PROPERTY

Finalize the long-term disposition, potentially divestiture, of EWEB’s Headquarters property by year-end, in collaboration with the Board.

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

<p><b>Overall Status</b></p>	<p><b>Status Summary</b></p> <p>Following cancellation of the RFP, Commissioners authorized the GM to negotiate and execute a real property transaction within guidance parameters established by the Board. The necessary shift in sale strategy delayed finalization of the long-term disposition past the year-end target; goal completion expected by July 1, 2023.</p>	<p><b>Item of Interest</b></p> <p>Although not completed in 2022, in January 2023 EWEB selected the City of Eugene’s proposal to purchase the Headquarters property to be used as their future City Hall. EWEB will maintain about 1,000 sq. ft. of shared public-facing space where customers can make an appointment to conduct EWEB business.</p>
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### PROJECT MILESTONES



### COMPLETED

Following the cancellation of the RFP, Commissioners directed the General Manager to continue pursuing the sale and/or lease of the property within guidance parameters established by the Board during their October 6, 2022 Executive Session, with any variants from the Board’s guidance criteria subject to approval.

The General Manager and staff met with interested parties and provided property tours over the course of the next four months. EWEB received seven proposals, all of which contained visions for the property. Per an agreement made between General Manager Lawson and the Board during the December 6, 2022, Board Meeting, the proposals were reviewed and discussed with the Board during Executive Session on January 17, 2023, prior to the final decision.

Ultimately, EWEB selected the City of Eugene’s proposal to purchase EWEB’s riverfront property for use as their future City Hall and consolidation of some City services. As part of the sale, EWEB will be able to maintain about 1,000 square feet of shared public-facing space where customers can make an appointment to conduct EWEB business.

**IN PROGRESS**

A Purchase & Sale Agreement has been drafted consistent with the terms agreed upon by the EWEB General Manager and Eugene City Manager, and it is currently under review by EWEB, City of Eugene, and respective legal counsel. The parties intend to execute the Purchase & Sale Agreement as soon as possible; the Seller Lease, Promissory Note, Deed of Trust, Right of First Refusal and Termination Agreement (for the Fountain IGA) will be negotiated during the due diligence period. A contingency period will follow the execution of the agreement, and Closing is expected to occur by July 1, 2023.



## GLOSSARY

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

AMI: Advance Metering Infrastructure

BLM: Business Line Manager

BPA: Bonneville Power Administration; marketer for federal power, EWEB's Balancing Authority (Electric)

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

EES: EWEB Enterprise Solutions; an integrated suite of information system applications

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

MW: Megawatt (1,000 Kilowatts)

MWh: Megawatt Hour (1,000 Kilowatts consumed for 1 hour)

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

SI: System Integrator

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
- Appendix L: Illegal Camping Report

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

# ELECTRIC UTILITY FINANCIAL STATEMENT (EL1) | FY 2022 (PRELIMINARY)

## APPENDIX A

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

(In millions)	Twelve Months Ended December 31,		YTD Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 313.7	\$ 257.7	\$ 289.8	\$ 23.9
Operating expenses	292.9	255.7	291.9	(1.0)
Net operating income (loss)	20.8	2.0	(2.1)	22.9
Non-operating revenues	2.7	10.1	1.8	0.9
Non-operating expenses	7.5	7.8	7.4	(0.1)
Income (loss) before capital contributions	16.0	4.3	(7.7)	23.7
Capital contributions	2.5	3.5	2.0	0.5
Increase/(Decrease) in net position	\$ 18.5	\$ 7.8	\$ (5.7)	\$ 24.2

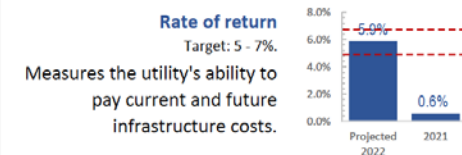
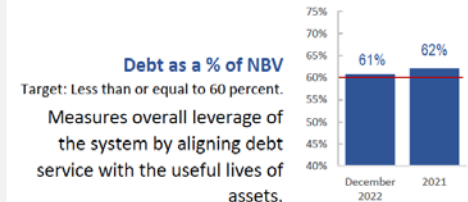
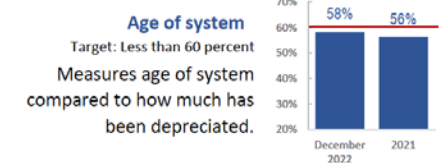
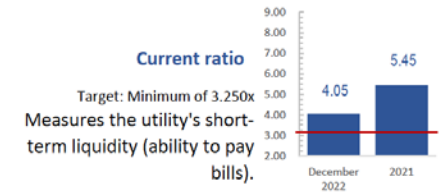
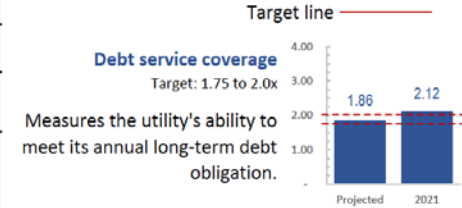
### ELECTRIC CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)	December 31,		December 31,
	2022	2021	2021
Current assets	\$ 170.0	\$ 138.5	\$ 138.4
Net utility plant	432.2	444.4	444.4
Other assets	97.8	117.6	117.3
Total assets	700.0	700.5	700.1
Deferred outflows of resources	34.0	35.7	35.7
Total assets and deferred outflows	\$ 734.0	\$ 736.2	\$ 735.8
Current liabilities	\$ 52.4	\$ 37.7	\$ 37.7
Long-term debt	206.5	217.9	217.9
Other liabilities	56.9	41.6	41.8
Total liabilities	315.8	297.2	297.4
Deferred inflows of resources	24.0	43.5	43.0
Total net position	394.2	403.3	395.4
Total liabilities, deferred inflows, and net position	\$ 734.0	\$ 744.0	\$ 735.8

### ELECTRIC CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In millions)	YTD	Annual Working Budget	
	12/31/2022	Budget \$	% of Budget
Type 1 - General capital	\$ 17.1	\$ 15.3	111.8%
Type 2 - Rehabilitation and expansion	5.1	10.5	48.6%
Type 3 - Strategic projects	13.1	29.2	44.9%
Total capital	\$ 35.3	\$ 55.0	64.2%

### FINANCIAL STRENGTH MEASUREMENTS



# WATER UTILITY FINANCIAL STATEMENT (EL1) | FY 2022 (PRELIMINARY)

## APPENDIX B

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

(In thousands)

	Twelve Months Ended December 31,		Budget Comparison	
	2022	2021	Budget \$	Variance
Operating revenues	\$ 44,061	\$ 42,118	\$ 41,637	\$ 2,424
Operating expenses	36,081	30,462	37,397	1,316
Net operating income	7,980	11,656	4,240	3,740
Non-operating revenues	1,319	1,031	1,038	281
Non-operating expenses	2,202	2,495	2,200	(2)
Income before capital contributions	7,097	10,192	3,078	4,019
Capital contributions	1,839	2,354	3,161	(1,322)
Increase in net position	\$ 8,936	\$ 12,546	\$ 6,239	\$ 2,697

### WATER CONDENSED STATEMENT OF NET POSITION (Unaudited)

(In millions)

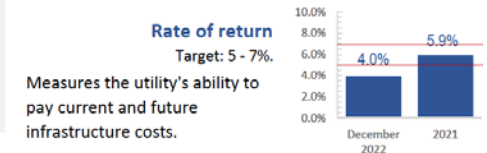
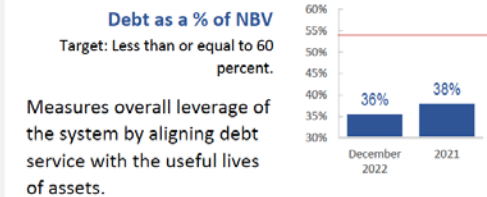
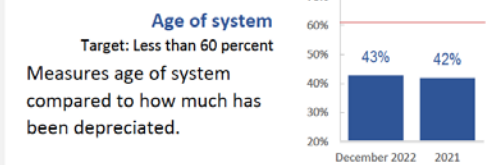
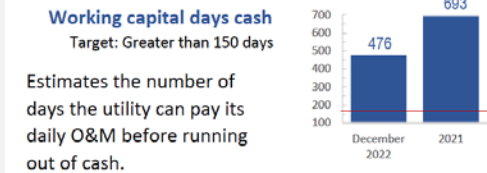
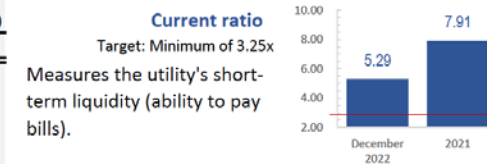
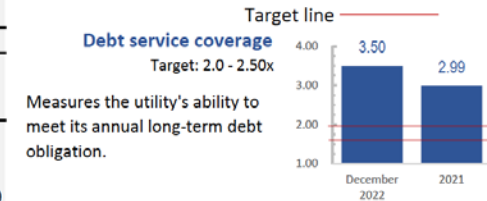
	December 31,		December 31,
	2022	2021	2021
Current assets	\$ 46.7	\$ 60.8	\$ 60.8
Net utility plant	230.2	209.5	209.5
Other assets	12.1	12.5	12.5
Total assets	289.0	282.8	282.8
Deferred outflows of resources	10.6	10.7	10.7
Total assets and deferred outflows	\$ 299.6	\$ 293.5	\$ 293.5
Current liabilities	\$ 8.8	\$ 7.7	\$ 7.7
Long-term debt	68.7	71.9	71.9
Other liabilities	17.9	12.8	12.8
Total liabilities	95.4	92.4	92.4
Deferred inflows of resources	7.5	13.3	13.3
Total net position	196.7	187.8	187.8
Total liabilities, deferred inflows, and net position	\$ 299.6	\$ 293.5	\$ 293.5

### WATER CONDENSED CAPITAL BUDGET COMPARISON (Unaudited)

(In thousands)

	YTD	Annual Working Budget	
	12/31/2022	Budget \$	% of Budget
Type 1 - General capital	\$ 13,008	\$ 10,092	128.9%
Type 2 - Rehabilitation and expansion	\$ 15,160	18,215	83.2%
Type 3 - Strategic projects	\$ 766	824	93.0%
Total capital	\$ 28,934	\$ 29,131	99.3%

### FINANCIAL STRENGTH MEASUREMENTS



# ELECTRIC UTILITY EL1 CAPITAL REPORT | FY 2022 (PRELIMINARY)

## APPENDIX C

	ANNUAL BUDGET		2022 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
<b>TYPE 1 - GENERAL CAPITAL</b>				
Generation Infrastructure	\$ 2,140,000	\$ 2,140,000	\$ 845,400	40%
Substation Infrastructure	2,160,000	2,160,000	3,025,200	140%
Transmission & Distribution Infrastructure	7,276,000	7,276,000	9,024,400	124%
Telecommunications	906,000	906,000	535,300	59%
Information Technology	1,487,000	1,487,360	2,353,000	158%
Buildings, Land, & Fleet	1,084,000	1,084,000	1,532,900	141%
<b>TOTAL TYPE 1 PROJECTS</b>	<b>\$ 15,053,000</b>	<b>\$ 15,053,360</b>	<b>\$ 17,316,200</b>	<b>115%</b>
<b>TYPE 2 - REHABILITATION &amp; EXPANSION PROJECTS</b>				
Downtown Network	\$ 1,015,000	\$ 1,015,000	\$ 840,300	83%
Buildings & Land	1,400,000	1,400,000	633,500	45%
Electric T&D - Master Plan	3,000,000	3,000,000	1,302,700	43%
Distribution Resiliency Upgrades	52,000	52,000	33,200	64%
Infrastructure - Generation	2,000,000	2,000,000	1,294,600	65%
Electric Meter Upgrade	3,276,000	3,275,634	688,700	21%
Information Technology	-	-	117,600	0%
<b>TOTAL TYPE 2 PROJECTS</b>	<b>\$ 10,743,000</b>	<b>\$ 10,742,634</b>	<b>\$ 4,910,600</b>	<b>46%</b>
<b>TYPE 3 - STRATEGIC PROJECTS &amp; PROGRAMS</b>				
Carmen-Smith Relicensing	\$ 29,220,000	\$ 29,220,000	\$ 13,134,400	45%
<b>TOTAL ELECTRIC CAPITAL PROJECTS</b>	<b>\$ 55,016,000</b>	<b>\$ 55,015,994</b>	<b>\$ 35,361,200</b>	<b>64%</b>

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 | FY 2022 (PRELIMINARY)

## APPENDIX D

	ANNUAL BUDGET		2022 ACTUAL	% OF BUDGET
	APPROVED	WORKING		
<b>TYPE 1 - GENERAL CAPITAL</b>				
Source - Water Intakes & Filtration Plant	\$ 849,000	\$ 850,003	\$ 2,268,800	267%
Distribution & Pipe Services	6,181,000	6,180,002	9,325,700	151%
Distribution Facilities	2,153,000	2,153,000	466,000	22%
Information Technology	257,000	257,440	285,300	111%
Buildings, Land, & Fleet	1,002,000	652,000	661,900	102%
<b>TOTAL TYPE 1 PROJECTS</b>	<b>\$ 10,442,000</b>	<b>\$ 10,092,444</b>	<b>\$ 13,007,700</b>	<b>129%</b>
<b>TYPE 2 - REHABILITATION &amp; EXPANSION PROJECTS</b>				
Distribution Facilities	12,875,000	12,875,001	12,755,800	99%
Distribution & Pipe Services	1,442,000	1,442,000	280,900	19%
Buildings & Land	-	350,000	158,400	45%
Water Meter Upgrade	3,548,000	3,548,000	1,935,200	55%
Information Technology	-	-	29,400	0%
<b>TOTAL TYPE 2 PROJECTS</b>	<b>\$ 17,865,000</b>	<b>\$ 18,215,001</b>	<b>\$ 15,159,700</b>	<b>83%</b>
<b>TYPE 3 - STRATEGIC PROJECTS &amp; PROGRAMS</b>				
Emergency Water Supply	515,000	514,999	382,400	74%
Second Source	309,000	309,000	383,200	124%
<b>TOTAL TYPE 3 PROJECTS</b>	<b>\$ 824,000</b>	<b>\$ 823,999</b>	<b>\$ 765,600</b>	<b>93%</b>
<b>TOTAL WATER CAPITAL PROJECTS</b>	<b>\$ 29,131,000</b>	<b>\$ 29,131,444</b>	<b>\$ 28,933,000</b>	<b>99%</b>

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

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

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

# CAPITAL SPENDING SUMMARY | Q4 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.

##### Electric T&D – Strategic Projects

Currin Substation Rebuild Project specifically: Early 2020 the Currin Substation rebuild project was initiated. Major construction starts March 2023 and is expected to last through April 2024.

Project Initiation:	Jan - 2020	Initial Scope Budget:	\$9,500,000
Initial Planned Completion:	Dec - 2022	Actual Project Costs To-Date:	\$1,184,265
Projected Completion:	Apr - 2024	Total Final Cost Projection:	\$14,800,00

##### 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	\$ 1,760,000
Projected Completion	Dec - 2039	Total Final Cost Projection	\$21,500,00**

\*Initial scoping budget of \$21,500,000 is expected to increase substantially after the EWEB Board decides the ultimate fate of the Leaburg Canal

\*\* The final cost projection is yet to be determined, pending a Board decision in early 2023

#### 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	\$ 76,057,000
Projected Completion	Dec - 2030	Total Final Cost Projection	\$163,000,000

# CAPITAL SPENDING SUMMARY | Q4 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 Project and AMI Water Meter Project are listed below and included in these categories on the EL-1 report. No other significant Type 2 activity occurred in Q4 2022.

##### E. 40<sup>th</sup> Reservoir Project

Project Initiation:	2018	Initial Scope Budget:	\$10,250,000
Initial Planned Completion:	Dec – 2021	Actual Project Costs To-Date:	\$15,936,000
Projected Completion:	Dec – 2023	Total Final Cost Projection:	\$28,000,000

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

##### AMI Water Meter Upgrade

Project Initiation:	2018	Initial Scope Budget:	\$17,828,000
Initial Planned Completion:	Dec – 2021	Actual Project Costs To-Date:	\$14,199,000
Projected Completion:	Dec – 2024	Total Final Cost Projection:	\$19,000,000

#### 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 Q4 2022

##### Emergency Water Supply

Construction of new emergency distribution sites is anticipated to end in 2023 with an anticipated 7 sites. Efforts will then shift to the operation and maintenance of the established site.

Project Initiation:	2018	Initial Scope Budget:	\$4,000,000
Initial Planned Completion:	2028	Actual Project Costs To-Date:	\$2,195,000
Projected Completion:	2023	Total Final Cost Projection:	\$2,500,000





# CONTRACTS REPORT | Q4 2022

## APPENDIX F

Contract Execution Date	Contractor	City, State	Contract Title, Detailed Description	Expiration Date	Contract Amount	Contract Process	Executive Manager
10/13/22	White Glove Building Maintenance	Salem, OR	Exterior Window Washing Services	10/13/22	\$63,450	Informal ITB	Karen Kelley
10/04/22	USGS	Portland, OR	USGS # 23YFJFA-14 9 Gauge thru 9-30-23	09/30/23	\$40,280	Direct Negotiation	Karen Kelley
10/06/22	Cameron McCarthy Landscape Architecture & Planning	Eugene, OR	Second Source Planning Services	12/31/25	\$95,000	Direct Negotiation	Karen Kelley
10/31/22	Above All Sanitation, Inc.	Eugene, OR	Portable Toilet Services	10/30/27	\$90,000	Informal ITB (Quotes)	Karen Kelley
10/21/22	Suulutaaq, Inc.	Eugene, OR	Carmen-Smith Load Bank Tree Work	11/11/22	\$149,500	Informal ITB (Quotes)	Karen Kelley
10/28/22	Rears Manufacturing	Coburg, OR	Fire Prevention Tank	10/28/22	\$49,626	Request For Quotes	Karen Kelley
10/28/22	Sauber Manufacturing Company	Virgil, IL	Power Wind 3-reel Trailer	10/28/22	\$122,640	Request For Quotes	Karen Kelley
12/16/22	Stantec Consulting Services	Portland, OR	Preliminary Design Report and Review of Alternate Location for Intake	02/24/23	\$60,000	Direct Negotiation	Karen Kelley
12/16/22	David Evans & Assoc.	Portland, OR	Second Source Permitting Support	12/15/23	\$80,000	Direct Negotiation	Karen Kelley
12/07/22	Utilicast LLC	Kirkland, WA	Horizon Reimplementation Upgrade Project Management Services	10/31/23	\$134,375	Direct negotiation	Frank Lawson
12/08/22	Armor Industrial LLC	Bellingham, WA	Turbine Automatic Grease System	03/01/23	\$126,947	Informal Quotes	Karen Kelley
11/18/22	Branch Engineering	Springfield, OR	Glenwood EWEB Access and Mass Grading Design	03/31/23	\$56,000	Direct Negotiation	Karen Kelley
12/20/22	Microsoft	Seattle, WA	Microsoft Unified Enterprise Support Services	11/30/23	\$99,961	Quotes	Travis Knabe

### 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
11/02/22	SAP	Newton Square, PA	Enterprise Resource Planning (ERP) System	6.5 Years	\$7.9M	Formal RFP	Travis Knabe

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

# COMMUNITY INVESTMENT | Q4/YEAR-END 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.

**\$19,761,127\***  
**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 | Q4/YEAR-END 2022





## APPENDIX G

### SPONSORSHIPS, DONATIONS, GRANTS & MUTUAL AID

<b>2022 TOTAL \$925,523*</b>		
<i>*Including Greenpower grant disbursements to date.</i>		
	<b>PACIFIC GAS &amp; ELECTRIC</b> <b>Mutual Aid</b> 12/29-12/31 - EWEB Electric Operations received a request for mutual aid from PGE to help with their response to windstorm damage. After the initial impact of the windstorm, over 100,000 PGE customers experienced outages at the peak of damage. EWEB sent two crews and equipment to Portland to assist with the efforts.	\$10,703
	<b>MAPLETON WATER DISTRICT</b> <b>Mutual Aid</b> 12/28-12/30 - EWEB responded to a mutual aid request from Mapleton Water District whose system was shut down due to power outages resulting in a boil water notice. A major leak was also suspected in the system which was experiencing reduced pressure. EWEB sent its emergency water distribution trailer, with staff, and helped to get a more permanent distribution site set up in Florence and connected to their potable system. EWEB treatment plant operators were also sent to support Mapleton's single treatment plant operator who had no respite after days of 20-hour shifts.	\$8,858
	<b>LANE COMMUNITY COLLEGE</b> <b>E-mobility Community Grant</b> 12/06/22 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. Lane Community College is using the grant to install a dual pedestal Level 2 electric vehicle charging station, located in parking lot N on the northeast section of the main campus on E. 30th Avenue. It will be available free of charge to any member of Lane Community College Community and visitors. Installation is scheduled for Spring 2023 and should be completed and in operation by the summer of 2023.	\$25,000
	<b>LANE PUBLIC WORKS</b> <b>E-mobility Community Grant</b> 11/29/22 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. Lane County Fleet Services, part of Lane County Public Works, is using their electric mobility grant to upgrade old electric infrastructure and install multiple Level-2 electric vehicle charging stations at the Lane County Public Service Building parking structure located on Pearl Street.	\$25,000
	<b>EWEB CUSTOMER CARE</b> <b>Run to Stay Warm</b> 11/20/22 - Over 1,300 folks participated in the 2022 RTSW raising just over \$5000 for EWEB's Customer Care program. 23 EWEB employees and their families signed up for the event, and several staff members volunteered their time.	\$5,000






# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

	<p><b>SHIFT COMMUNITY CYCLES</b>  <a href="#">E-mobility Community Grant</a>            11/16/22 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. The grant awarded to Shift Community Cycles will be used to develop an e-cargo bike loan and educational program. The program will demonstrate how community members and organizations can move away from reliance on automobiles and utilize electric cargo bikes and trailers for hauling equipment and deliveries, and for setting up community events. Shift aims to have partnerships and events lined up this spring to demonstrate the program.</p>	<p>\$25,000</p>
	<p><b>UNIVERSITY OF OREGON</b>  <a href="#">E-mobility Community Grant</a>            11/16/22 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. The University of Oregon will use their grant to launch their own e-bike lending program. Their e-bike program will be overseen by the university's Transportation Services department and is designed for students and employees who are curious about e-bikes and want to try one for up to four weeks before deciding whether to purchase one.</p>	<p>\$22,065</p>
	<p><b>FRIENDS OF TREES - EUGENE METRO</b>  <a href="#">2021 Greenpower grant winner - will receive up to \$50,000</a>            10/10/22 - Partial disbursement: subsequent installments will be made as project progresses. The 2021 grant will be used for another tree planting effort with a focus on urban areas and communities historically excluded from the benefits of green space. The project will also include engaging volunteers in the stewardship of trees to promote more sustainable neighborhoods and urban habitat areas. 1st disbursement of their 2nd planting season (2nd disbursement of their 2nd planting season to be processed Q1 2023).</p>	<p>\$10,000</p>
<b>Q4 TOTAL</b>		<p><b>\$131,626</b></p>
<p><b>Q3</b>  </p>	<p><b>OREGON ENVIRONMENTAL COUNCIL</b>  <a href="#">Business and the Environment Forum series</a>            Nov 2022 – Jan 2023 - For support of OEC's Business and the Environment Forum series: Building a Climate-Resilient Future: Innovative Design and New Public Policies (Nov/Dec) and Once in a Generation: Making the Most of Billions in Infrastructure Funding (Jan 2023).</p>	<p>\$1,250</p>
	<p><b>UPPER WILLAMETTE STEWARDSHIP NETWORK AND LOCAL SCHOOLS</b> (encompasses McKenzie, Middle Fork, and Coast Fork Willamette Watershed Councils)  <a href="#">Salmon Watch</a>            Salmon Watch is an experiential, environmental education curriculum centered in salmon ecology. In the field trip component of this curriculum, local students visit spawning channels where volunteer educators teach about salmon and watershed ecology. The field trips are funded by EWEB education grants (see separate line items); EWEB also funds a porta-pottie at the Carmen-Smith Spawning Channel to accommodate visitors to the spawning channel.</p>	<p>\$340</p>






# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

	<p><b>THE VERY LITTLE THEATER</b>  <a href="#">The Minority Voices Theatre reading of illioo Native Theatre’s "Salmon Is Everything"</a>            09/23-09/25 – This presentation of "Salmon Is Everything" commemorated the 20th anniversary of the devastating fish-kill on the Klamath River and celebrates the resiliency of this diverse community. "Salmon Is Everything" calls attention to the water issues that face many of the rivers and watersheds of Oregon and the Pacific Northwest and reflects Indigenous cultures of our region by exploring the ecological issues that are affecting them and all of us. EWEB Water Resources Supervisor Susan Fricke represented the utility as one of the readers on stage. EWEB and several local watershed groups joined Native community members for discussions after the play.</p>	<p>\$1,000</p>
	<p><b>MCKENZIE GET TOGETHER</b>  <a href="#">Community Event</a>            An event where McKenzie River community members, survivors, and others gathered and celebrated the progress toward recovery and resiliency of the community in commemoration on the 2nd anniversary of the Holiday Farm Fire.</p>	<p>\$500</p>
	<p><b>FRIENDS OF TREES - EUGENE METRO</b>  <a href="#">2021 Greenpower grant winner - will receive up to \$50,000</a>            Partial disbursement: subsequent installments will be made as project progresses. The 2021 grant will be used for another tree planting effort with a focus on urban areas and communities historically excluded from the benefits of green space. The project will also include engaging volunteers in the stewardship of trees to promote more sustainable neighborhoods and urban habitat areas. Final disbursements of their 2021 Greenpower Grant is slated for payment in early 2023.</p>	<p>\$15,000</p>
	<p><b>CITY OF EUGENE AND EVENT CONTRACTORS</b>  <a href="#">Eugene Riverfront Festival and World Athletics Championships Oregon 22</a>            07/15/22-07/24/22 - *EWEB provided a variety of services to support the Eugene Riverfront Festival that welcomed the world to Eugene for the first ever World Athletics Championships on U.S. soil, in addition to support services for the event itself, along with a cash donation. (Includes estimated hours for EWEB Ambassadors hosting the Drinking Water Distribution Trailer)</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• Ensuring we do not have construction activities in any major transportation corridors to/from the events.</li> <li>• EWEB is providing drinking water for the Eugene Riverfront Festival using our Drinking Water Distribution Trailer, which will be hosted by EWEB Ambassadors.</li> <li>• Providing use of the Headquarters North Building and main parking lot for Riverfront Festival volunteers and event contractors, Revere.</li> <li>• 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.</li> <li>• Cash donation of \$4k to support the festival.</li> </ul>	<p>\$42,500*</p>
	<p><b>JUL-DEC 2022 EDUCATION GRANTS</b>  <a href="#">Eugene 4J School District</a>  <a href="#">Bethel School District</a>  <a href="#">McKenzie School District</a>  <a href="#">Springfield School District</a></p>	<p>\$130,000            \$40,500            \$11,000            \$24,500</p>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022



## APPENDIX G

		<b>Q3 TOTAL</b>	<b>\$266,590</b>
<b>Q2</b> 	<p><b>4J, BETHEL, SPRINGFIELD, AND MCKENZIE SCHOOL DISTRICTS</b>  <b>EWEB EV Challenge</b>            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 <sup>1</sup>
	<p><b>EWEB ENERGY SHARE</b>  <b>Bake Sale</b>            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><b>UNITED WAY OF LANE COUNTY, EARTHSHARE, EWEB'S ENERGY SHARE</b>  <b>EWEB's Annual Employee Giving Campaign</b>            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><b>COLUMBIA RIVER PUBLIC UTILITY DISTRICT</b>  <b>Mutual Aid</b>            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
		<b>Q2 TOTAL</b>	<b>\$58,961</b>
<b>Q1</b> 	<p><b>EVERYONE VILLAGE</b>  <b>Emergency Water Bottles for Residents</b>            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. <a href="https://everyonevillage.org/">https://everyonevillage.org/</a></p>		\$400

<sup>1</sup> EWEB's EV Challenge relates to the City of Eugene's CAP2.0 for Transportation action items T24 and T36 (EV marketing and awareness).

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G






	<p><b>JAN-JUNE 2022 EDUCATION GRANTS</b>            Eugene 4J School District            Bethel School District            McKenzie School District            Springfield School District</p>	<p>\$130,000            \$40,500            \$11,000            \$24,500</p>
	<p><b>PACIFIC GAS &amp; ELECTRIC</b>            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 &amp; 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>	<p>\$261,946*</p>
<b>Q1 TOTAL</b>		<b>\$468,346</b>



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

### CUSTOMER SOLUTIONS PRODUCTS AND SERVICES

ENERGY EFFICIENCY INCENTIVES <sup>2</sup>		Q1	Q2	Q3	Q4	2022 TOTAL
	<b>EWEB ENERGY EFFICIENCY PROGRAMS</b> <b>Incentives – Residential</b> Q4 - 335 residential projects. Q3 - 324 residential projects. Q2 - 355 residential projects. Q1 - 310 residential projects.	\$275,981	\$322,033	\$308,889	\$326,355	\$1,233,258
	<b>EWEB ENERGY EFFICIENCY PROGRAMS</b> <b>Incentives - Non-residential</b> Q4 - 28 commercial projects. 1 industrial project. Q3 - 18 commercial projects. 4 industrial projects. Q2 - 37 commercial projects. Q1 - 27 commercial projects.	\$98,367	\$283,104	\$632,812	\$363,892	\$1,378,175
	<b>EWEB ENERGY EFFICIENCY PROGRAMS</b> <b>Incentives - Efficient Growth</b> Q4 - 41 residential heating conversions. 3 commercial projects. Q3 - 42 residential heating conversions. 5 commercial projects. Q2 - 37 residential heating conversions. Q1 - 32 residential heating conversions.	\$25,600	\$24,200	\$38,450	\$129,080	\$217,330
	<b>EWEB ENERGY EFFICIENCY PROGRAMS<sup>3</sup></b> <b>Transportation Electrification</b> Q4 - 61 residential EV charger projects. 1 commercial charger project. 429 electric bikes. 4 transportation electrification grants. Q3 - 55 residential EV chargers, 386 electric bikes, 1 grant. Q2 - 56 residential EV chargers, 159 electric bikes, 1 commercial EV grant. Q1 - 48 residential and 1 commercial EV chargers.	\$25,483	\$85,812	\$143,482	\$262,551	\$517,328
	<b>EWEB GREENPOWER PROGRAM</b>	\$23,350	\$53,735	\$59,039	\$57,318	\$193,442


<sup>2</sup> The first three programs listed on this table (EWEB Energy Efficiency Programs for Residential and Non-Residential Incentives as well as Efficient Growth) relate to City of Eugene’s CAP2.0 Building Energy action item B12.




<sup>3</sup> EWEB’s energy efficiency programs related to transportation electrification relate to City of Eugene’s CAP2.0 Transportation action items T24 and T36 (EV marketing and awareness).



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

	<b>Solar Electric Incentives</b> Q4 – 64 residential projects. Q3 - 33 residential projects. Q2 – 46 residential projects. Q1 - 35 residential projects.					
	<b>EWEB WATER CONSERVATION PROGRAMS</b> <b>Hand Valve and Toilet Rebates, Septic Maintenance Incentives</b> Q4 - 22 efficient toilets, 26 hand valves and 16 septic pumping rebates. Q3 - 28 efficient toilets, 36 hand valves and 18 septic pumping rebates. 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	\$9,175	\$7,225	\$29,625
		<b>\$454,581</b>	<b>\$776,309</b>	<b>\$1,191,847</b>	<b>\$1,146,421</b>	<b>\$3,569,158</b>



<b>LIMITED INCOME ASSISTANCE<sup>4</sup></b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2022 TOTAL</b>
	<b>EWEB CUSTOMER CARE PROGRAM</b> <b>Limited Income Energy Assistance</b> Q4 - 892 customers served through ECC program (\$249,795) and 505 through Energy Share (\$65,069). Q3 - 897 customers served through ECC program (\$251,405) and 306 through Energy Share (\$58,605). 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	\$310,010	\$314,864	\$1,568,231
	<b>EWEB LIMITED INCOME ASSISTANCE</b> <b>Electric Line Repair Grants (Income eligible)</b> Q4 - 4 projects. Q3 - 1 project. Q2 - 2 projects. Q1 - 2 projects.	\$6,753	\$1,860	\$4,070	\$10,200	\$22,883
	<b>EWEB WATER CONSERVATION PROGRAMS</b> <b>Water Line Repair Grants (Income eligible)</b> Q4 - 9 projects.	\$11,913	\$23,858	\$15,646	\$19,104	\$70,521



<sup>4</sup> EWEB's Limited Income Assistance Programs relate to City of Eugene's CAP2.0 Building Energy action item B11.

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

Q3 - 6 projects. Q2 - 8 projects. Q1 - 5 projects.					
	<b>\$593,236</b>	<b>\$394,505</b>	<b>\$329,726</b>	<b>\$344,168</b>	<b>\$1,661,635</b>



<b>HOLIDAY FARM FIRE INCENTIVES AND GRANTS</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2022 TOTAL</b>
	<b>WATER SOURCE PROTECTION</b> <a href="#">Infrastructure/Homesite Relocation</a> Q4 - 2 residential grants to relocate homesite &/or septic away from riparian area. Q3 - 1 residential grant to relocate homesite &/or septic away from riparian area. 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	\$5,000	\$6,851	\$43,000
	<b>REDUCE FIRE RISK / IMPROVE RELIABILITY</b> <a href="#">Relocate Overhead Electric Service to Underground</a> Q4 - 4 residential grants to assist with undergrounding electric service. Q3 and Q2 - NA Q1 - 2 residential grants to assist with undergrounding electric service.	\$14,810	\$0	\$0	\$17,454	\$32,264
		<b>\$33,959</b>	<b>\$12,000</b>	<b>\$5,000</b>	<b>\$24,305</b>	<b>\$75,264</b>

<b>ENERGY AND WATER LOANS</b>		<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>2022 TOTAL</b>
	<b>EWEB ENERGY EFFICIENCY PROGRAMS<sup>5</sup></b> <a href="#">Loans – Residential</a> Q4 - 86 residential energy efficiency and fuel conversion loans. Q3 - 73 residential energy efficiency loans. Q2 - 88 residential energy efficiency loans. Q1 - 80 residential energy efficiency loans.	\$419,334	\$579,442	\$492,656	\$535,445	\$2,026,877
	<b>EWEB WATER CONSERVATION PROGRAMS</b> <a href="#">Water Line Repair &amp; Septic Repair/Replacement Loans</a> Q4 – 7 water line repair projects. Q3 - 7 water line repair projects. Q2 - 9 water line repair projects.	\$34,322	\$31,658	\$33,172	\$32,899	\$132,051

<sup>5</sup> EWEB Energy Efficiency Programs relate to City of Eugene’s CAP2.0 Building Energy action item B12.

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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	Q1 - 9 water line repair projects.					
	<b>EWEB RESILIENCY PROGRAM</b> <a href="#">Generator Loan Program</a> Q4 - 4 residential generator loans. Q3 - NA Q2 - 2 residential generator loans. Q1 - 2 residential generator loans.	\$6,000	\$6,000	\$0	\$10,000	\$22,000
	<b>EWEB ELECTRIC SERVICE LINE UPGRADE LOAN PROGRAM</b> <a href="#">Electric Service Line Upgrade Loan Program</a> Q4 - 1 residential electric service upgrade loan. Q3 - 2 residential electric service upgrade loans. Q2 - 5 residential electric service upgrade loan. Q1 - 2 residential electric service upgrade loan.	\$5,295	\$17,944	\$6,050	\$3,600	\$32,889
		<b>\$464,951</b>	<b>\$635,044</b>	<b>\$531,878</b>	<b>\$581,944</b>	<b>\$2,213,817</b>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G



### SYSTEM DEVELOPMENT CHARGE (SDC) WAIVERS<sup>6</sup>

<b>2022 TOTAL \$66,879</b>		
<b>Q4</b>	<b>SQUAREONE VILLAGES</b> <a href="#">Peace Village Co-op</a> EWEB approved a \$34,146 water SDC waiver for the Peace Village Co-op at 3060 River Road (formerly Peach Presbyterian Church). This \$11.4 M project, being built by SquareOne villages, will create 70 new units of resident-owned housing for residents at or below 60% area median income.	\$34,146
		<b>Q4 TOTAL</b>
		<b>\$34,146</b>
<b>Q3</b>	<b>DEV NW</b> <a href="#">Nelson Place</a> EWEB approved a water SDC waiver of \$4522 for two single family homes being built as part of Phase I of the Nelson Place low-income housing project off Royal Avenue. This DEV NW project is the first home-ownership low-income development model in our community, with a total of 44 homes planned for the subdivision. Total project costs for Phase I are over \$4M.	\$4,522
		<b>Q3 TOTAL</b>
		<b>\$4,522</b>
<b>Q2</b>	<b>HOMES FOR GOOD</b> <a href="#">Coleman Project at Roosevelt and Highway 99</a> This is a 52-unit housing project serving low-income people with criminal histories, with a total development cost of approximately \$22M.	\$18,211
		<b>Q2 TOTAL</b>
		<b>\$18,211</b>
<b>Q1</b>	<b>EVERYONE VILLAGE</b> 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
	<b>CITY OF EUGENE</b> <a href="#">410 Garfield Street</a> 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
		<b>Q1 TOTAL</b>
		<b>\$10,000</b>

<sup>6</sup> EWEB's System Development Charge Waiver programs relate to City of Eugene's CAP2.0 action item T12.



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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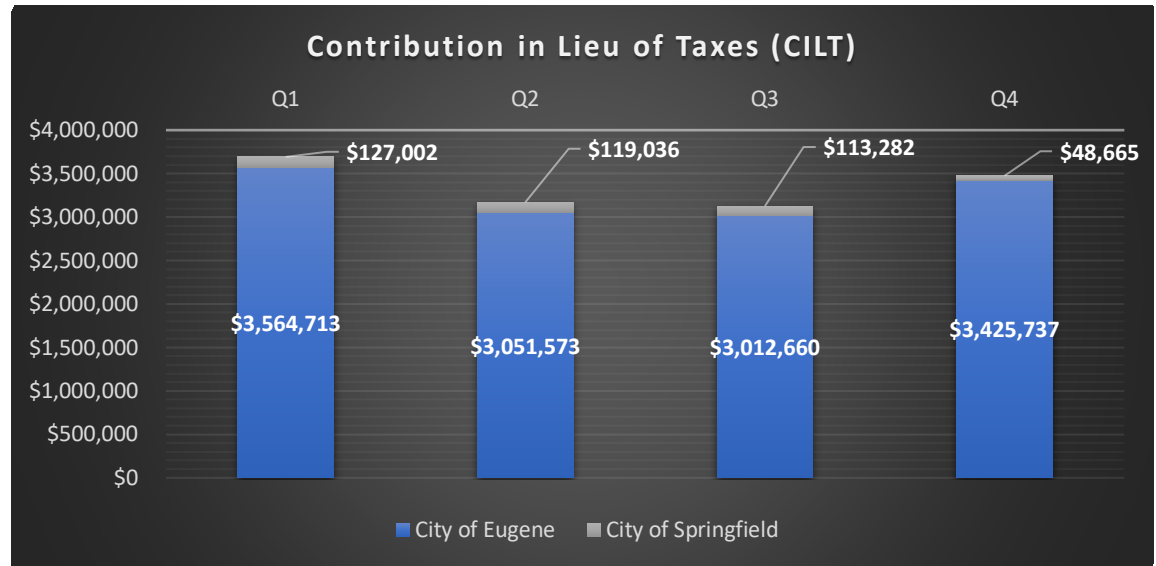


### CONTRIBUTIONS IN LIEU OF TAXES (CILT)

**2022 TOTAL \$13,462,668**

**YEAR TO DATE**

City of Eugene	\$13,054,683
City of Springfield	\$407,986





# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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### EWEB AMBASSADOR EFFORTS AND EVENTS (PAID)

**EWEB Ambassadors provided almost 750 hours of services to the Community in 2022.<sup>7</sup>**

<b>Q4</b>	<b>SPRINGFIELD LIONS CLUB</b> <a href="#">Meeting</a> 11/28/22 - Presentation on the Leaburg Canal project.
	<b>REV UP! EUGENE WORKSHOP</b> <a href="#">Community Event / Workshop</a> 11/21/22 - 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.
	<b>WEBELOS GROUP</b> <a href="#">Presentation</a> 11/15/22 - Presentation to Boy Scout group on the alternatives and sources of energy in our community, and how to increase energy efficiency in the household and in the community.
	<b>UNIVERSITY OF OREGON ENVIRONMENTAL STUDIES STUDENTS</b> <a href="#">Class tour of Hayden Bridge Water Filtration Plant</a> 11/04/22 - The class toured the Hayden Bridge Water Filtration Plant and learned how we treat and filter the McKenzie River's already pristine water for our roughly 200,000 customers.
	<b>FIRST LEGO LEAGUE CHALLENGE ROBOTICS CLUB (THROUGH 4-H)</b> <a href="#">Q&amp;A</a> 10/27/22 - As part of the season, the kids in the club are doing research on a particular innovation that could improve renewable energy technology, and they have selected wind energy as their focus. EWEB will participate in a Q&A about wind energy.
	<b>ARTS AND TECHNOLOGY ACADEMY</b> <a href="#">First Lego League - Supercharged Energy Season</a> 10/26/22 - ATA has a FLL team, the theme this year is Energy Pathway Solutions. The team's objective is to come up with a solution for future energy needs. They would like to meet with some professionals in the field to share their ideas and get feedback. EWEB will watch the presentation and provide feedback in advance of the tournament in December.
	<b>SPRINGFIELD REALTORS</b> <a href="#">Continuing Education Event</a> 10/25/22 - EWEB was on hand to discuss residential energy efficiency and EWEB conservation rebate/loan programs.

<sup>7</sup> Many of the events listed in this section of Appendix G relate to City of Eugene's CAP2.0 action items T24/T36 (electric vehicle marketing and awareness), B12 (energy conservation programs) and R20 (emergency water supply).

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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	<p><b>SOUTH EUGENE HIGH SCHOOL</b>  <a href="#">Tour of Hayden Bridge Water Filtration Plant</a>            10/20/22 - SEHS's Environmental Science class toured the Hayden Bridge Water Filtration Plant and learned how we treat and filter the McKenzie River's already pristine water for our roughly 200,000 customers.</p>
	<p><b>UNIVERSITY OF OREGON ENVIRONMENTAL STUDIES STUDENTS</b>  <a href="#">Class tour of Leaburg Project and Carmen-Smith Dam</a>            10/07/22</p>
	<p><b>WHITAKER LANE COUNTY HEAD START</b>  <a href="#">Open House</a>            10/06/22 - EWEB staff provided information on EWEB's Customer Care program, energy efficiency and weatherization.</p>
	<p><b>SUN IN THE PARK</b>  <a href="#">Festival</a>            10/02/22 - Transportation event at the Amazon Community Center. EWEB staff provided information on electric vehicles, energy efficiency, e-bikes, and the Lead Green program.</p>
	<p><b>EWEB PUBLIC POWER WEEK</b>  <a href="#">Poster Contest</a>            10/02-10/08 - After a two-year pandemic hiatus, EWEB once again held our Public Power Week Poster Contest for 5th grade students within our service territory. Public Power week is a great opportunity for us to recognize the importance of community-owned utilities like EWEB! EWEB received more than 100 entries from classrooms across the area. Five winners were selected from the top 20 finalists through internal and external voting. Each winner will receive a plaque and gift certificate delivered by one of EWEB's Commissioners.</p>
<b>Q3</b>	<p><b>REV UP! EUGENE WORKSHOP</b>  <a href="#">Community Event / Workshop</a>            09/22/22 - Not sure if an Electric Vehicle (EV) is right for you? Join the Emerald Valley Electric Vehicle Association, EWEB, and other partners for a free virtual workshop and get all your questions answered.</p>
	<p><b>FAIRMOUNT NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Meeting</a>            09/20/22 - GM Lawson, Commissioner Barofsky and additional EWEB staff presented updates and answered community questions on Emergency Water Stations, the McKenzie Watershed, and electrification.</p>
	<p><b>SOUTHEAST NEIGHBORS ASSOCIATION</b>  <a href="#">Annual Picnic</a>            09/17/22 - EWEB staff were on hand at the Southeast Eugene Neighbors picnic to share information on wildfire preparedness and more.</p>
	<p><b>SHELDON EMERGENCY WATER STATION</b>  <a href="#">Grand Opening</a>            09/10/22 - Free event to learn about EWEB's new emergency water station. Attendees received a complimentary 3-gallon water storage container.</p>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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<p><b>DOWNTOWN NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Meeting</a>            08/27/22 - Staff to present information on EV programs.</p>
<p><b>FRIENDLY AREA NEIGHBORS &amp; SOUTH HILLS NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Annual Picnic</a>            08/21/22 - EWEB staff will provide information on Emergency Water Stations, EV, and EE programs and more during the neighborhood picnic. The event was held at Washington Park from 4:30 - 7:30 pm.</p>
<p><b>EV GUEST DRIVE</b>  <a href="#">Electric Vehicle Information Event</a>            08/20/22 - EWEB customers can test drive the latest makes and models of electric vehicles or attend mini-workshops to learn more about electric vehicles costs, types, range, purchasing options, and incentives and rebates. This event is part of EWEB's commitment to bringing the benefits of clean, electric transportation to our community.</p>
<p><b>LANE COUNTY FARMERS MARKET</b>  <a href="#">Community Event</a>            8/13, 09/10, 10/01, 10/22, 11/05 - EWEB will be at the Lane County Farmers Market to share information on our Lead Green and Live Green Programs on Saturdays, monthly, from August to November.</p>
<p><b>HOMES FOR GOOD</b>  <a href="#">Community Night Out</a>            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 features a community resource fair, games and activities for kids, music, BBQ provided by Homes for Good, fun raffles and more. EWEB had 2 team members hosting a table.</p>
<p><b>AFFILIATED TRIBES OF NORTHWEST INDIANS (ATNI)</b>  <a href="#">2022 ATNI Changing Currents: Youth Tribal Water Education Summit</a>            08/09/22 - EWEB staff led a Native American student group on a tour of Lloyd Knox Park and provided information and Q&amp;A on how EWEB manages water for the City of Eugene and the Leaburg-Waltermville and Carmen-Smith Hydroelectric Projects including how the local dam, canal intake, and fish passage facilities work. Discussions also addressed cultural resource management (wildlife, vegetation, and archaeological) at the hydro facilities.</p>
<p><b>NATIONAL NIGHT OUT</b>  <a href="#">Annual Law Enforcement Event</a>            08/02/22 - Every year on the first Tuesday in August, the United States and Canada celebrate National Night Out day. Civilians, organizations, and the Metropolitan Police Department join hands to enhance the relationship between neighborhoods and communities. They look at this as a great way to bring everyone together for a positive cause. EWEB will have a table at the event with staff to share information on our Energy Efficiency and Electric Vehicle programs.</p>
<p><b>OREGON ASIAN CELEBRATION</b>  <a href="#">Festival</a>            07/30/22 - The 37th annual Oregon Asian Celebration includes cultural performances, Asian cuisine, martial arts, arts and crafts, youth activities, and a marketplace of more than 50 vendors. EWEB staff will be on hand to share information on our Energy Efficiency and Electrification programs.</p>



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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	<p><b>U OF O SCHOOL OF ARCHITECTURE &amp; ENVIRONMENT</b>  <a href="#">Tour of EWEB's Roosevelt Operations Center</a>            07/28/22 - Property, Environmental, Fleet and Facilities staff provided a tour/presentation of the ROC to UO architecture design students focused on the building design as it relates to sustainability and resiliency.</p>
	<p><b>DOWNTOWN NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Meeting</a>            07/27/22 - Customer Solutions Specialist Sarah Helmers and Customer Relationship Rep Caitlin Pratt spoke at the Downtown Neighborhood Association meeting in the new Farmers Market Pavilion. Sarah gave a brief history of EWEB's tradition of energy conservation and shared information on our E-bike and EV rebate programs. Caitlin gave a rundown of our Green Options.</p>
	<p><b>JEFFERSON-WESTSIDE NIEGBORS</b>  <a href="#">Annual Picnic</a>            07/26/22 - Water Engineer Nathan Endicott and Communication Specialist Robyn Smith staffed a table at the Jefferson Westside Neighborhood Picnic. They shared information on our Emergency Water Stations and raffled off water storage containers.</p>
	<p><b>PNW LINEMAN RODEO</b>  <a href="#">Lineman Competition</a>            07/23/22 - The PNW Lineman Rodeo is a philanthropic opportunity for comradery amongst utilities. It's also an opportunity for public education. A three-man journeyman crew from EWEB took 15th place at this year's Pacific Northwest Lineman Rodeo on July 23 at Portland General Electric's training course in Gresham. It was the first time the rodeo has been held in two years because of the COVID-19 pandemic. Proceeds from the event are donated to the Portland Burn Center.</p>
	<p><b>LANE COUNTY FAIR</b>  <a href="#">Water Booth</a>            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><b>CITY OF EUGENE AND EVENT CONTRACTORS</b>  <a href="#">Eugene Riverfront Festival and World Athletics Championships Oregon 22</a>            07/15-07/24 - EWEB deployed our water distribution trailer for the Eugene Riverfront Festival that took place during the World Championships. Fans could get their reusable water bottles filled up at the trailer staffed by EWEBers.</p>
	<p><b>BUTTE TO BUTTE</b>  <a href="#">Annual Road Race</a>            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>
<b>Q2</b>	<p><b>EMERALD VALLEY ROTARY CLUB</b>  <a href="#">Meeting</a>            06/22/22 - Staff presented information on the sale and disposition of HQ.</p>
	<p><b>DOWNTOWN ROTARY CLUB</b>  <a href="#">Meeting</a>            06/21/22 - Staff presented information on electrification.</p>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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<p><b>EWEB AND LANE COUNTY</b>  <a href="#">Inauguration of Emergency Water Station at Lane County Fairgrounds</a>          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>
<p><b>4J, BETHEL, SPRINGFIELD, AND MCKENZIE SCHOOL DISTRICTS</b>  <a href="#">EWEB EV Challenge</a>          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>
<p><b>REV UP! EUGENE WORKSHOP</b>  <a href="#">Community Event / Workshop</a>          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>
<p><b>LEABURG LISTENING SESSION</b>  <a href="#">Opportunity for public feedback</a>          05/28, 06/14, 06/25, 07/12, 07/30, 08/09, 09/12, 09/13, 09/27, 09/28, 10/06 - 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><b>ELECTRIC CAR GUEST DRIVE</b>  <a href="#">EV Guest Drive</a>          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><b>CITY OF EUGENE</b>  <a href="#">E-bike Expo</a>          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><b>REV UP! EUGENE WORKSHOP</b>  <a href="#">Community Event / Workshop</a>          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><b>EUGENE SCIENCE CENTER</b>  <a href="#">Electric Vehicle and Sustainability Show</a>          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>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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	<p><b>ST. VINCENT DE PAUL'S IRIS PLACE</b>  <a href="#">EV Car Sharing Grand Opening Event</a>            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><b>350 EUGENE</b>  <a href="#">"Plug Into the Future" Town Hall</a>            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>
<b>Q1</b>	<p><b>FRIENDS OF TREES</b>  <a href="#">Tree-planting at Mangan Park &amp; Surrounding Neighborhoods</a>            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.</p>
	<p><b>SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION</b>  <a href="#">Pledge to Prepare Presentation</a>            03/08/22 – Staff presentation to neighborhood association.</p>
	<p><b>CHURCHILL NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Pledge to Prepare Presentation</a>            02/17/22 – Staff presentation to neighborhood association.</p>
	<p><b>LAUREL HILL NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Pledge to Prepare Presentation</a>            02/16/22 – Staff presentation to neighborhood association.</p>
	<p><b>MCKENZIE FIRE &amp; RESCUE</b>  <a href="#">Emergency Response Planning Presentation</a>            01/26/22 – Presentation to Emergency Responders regarding Electric and Dam Safety topics.</p>
	<p><b>WHITEAKER COMMUNITY NEIGHBORHOOD ASSOCIATION</b>  <a href="#">Pledge to Prepare Presentation</a>            01/12/22 – Staff presentation to neighborhood association.</p>

# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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### VOLUNTEER EFFORTS AND EVENTS (UNPAID)

**EWEB employees, friends and families have volunteered in the Community at least 165 hours in 2022.**

<b>Q4</b>	<p><b>LOOKING GLASS, WHITE BIRD CLINIC, FOOD FOR LANE COUNTY, BAGS OF LOVE</b>  <a href="#">Holiday Giving Drive</a>            11/17-12/10 - Through the annual holiday drive, EWEB employees provided gifts, warm clothes, food, and other necessities and comfort items to local organizations for families and children in need.</p> <p><b>EWEB CUSTOMER CARE</b>  <a href="#">Run to Stay Warm</a>            11/20/22 - This annual Eugene tradition started 16 years ago and was organized by EWEB to support our Customer Care Program, helping income-qualifying individuals who are struggling to pay their utility bills and stay warm through the cooler months. Several years ago we began contracting with Eugene Marathon to organize this event but proceeds from the event still help fund Customer Care!</p> <p><b>MCKENZIE WATERSHED COUNCIL</b>  <a href="#">Great Willamette Cleanup - McKenzie River Cleanup</a>            10/15/22 - EWEB Volunteers and their families joined McKenzie Watershed Council, Willamette Riverkeepers and McKenzie Flyfishers in cleaning up trash and debris at Lloyd Knox Park in Leaburg.</p>
<b>Q3</b>	<p><b>SPECIAL OLYMPICS OREGON</b>  <a href="#">Bocce Regional Competition</a>            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>
<b>Q2</b>	<p><b>EWEB ENERGY SHARE</b>  <a href="#">Bake Sale</a>            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>
<b>Q1</b>	<p>No events in Q1.</p>



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

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### WATER TRUCK AND ELECTRIC TRAILER DEPLOYMENT

<b>Q4</b>	<b>CITY OF MAPLETON</b> <a href="#">Mutual Aid</a> 12/28-12/30 - Deployed the Water Distribution Trailer to Mapleton to assist with a city-wide water outage.
	<b>EWEB CUSTOMER CARE</b> <a href="#">Run to Stay Warm</a> 11/20/22 - The Water Distribution Trailer was deployed to provide drinking water to participants.
<b>Q3</b>	<b>LANE COUNTY WASTE MANAGEMENT DEPARTMENT</b> <a href="#">Electric Safety Demonstration</a> 09/27/22 - EWEB's electric safety trailer is an interactive tool for the public to learn how to react in a potentially dangerous situation. It demonstrates electric voltage conducted from wires and transformer boxes and helps educate public workers, first responders, and community members about what to look for, what to do and how to be safe when it comes to electricity.
	<b>JOINT EMERGENCY WATER TRAILER EXERCISE WITH EWEB AND NATIONAL GUARD</b> <a href="#">Drill</a> 09/22/22 - EWEB deployed the Emergency Water Treatment Trailer & Distribution Trailers on the Willamette River in a joint effort with the National Guard to prove the efficacy of the partnership in the event of an actual emergency.
	<b>CITY OF EUGENE AND EVENT CONTRACTORS</b> <a href="#">Eugene Riverfront Festival and World Athletics Championships Oregon 22</a> 07/15-07/24 - EWEB deployed our water distribution trailer for the Eugene Riverfront Festival that took place during the World Championships. Fans could get their reusable water bottles filled up at the trailer staffed by EWEBers.
	<b>WEST LANE OREGON DEPARTMENT OF FORESTRY</b> <a href="#">Electrical Power Line Safety Demonstration / Training</a> 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.
	<b>Q1-Q2</b> No events in Q1 or Q2.



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### UPCOMING AND/OR COMMITTED EFFORTS AND INVESTMENTS

<p><b>MAPLETON WATER DISTRICT</b>  <b>Mutual Aid</b>            12/28-12/30 - Carry over costs from year-end mutual aid assistance provided. \$2,043</p>
<p><b>PACIFIC GAS &amp; ELECTRIC</b>  <b>Mutual Aid</b>            12/29-12/31 - Carry over costs from year-end mutual aid assistance provided. \$1,590</p>
<p><b>WESTERN REGIONAL MUTUAL AID GROUP (WRMAG)</b>  <b>Mutual Aid</b>            01/05-01/15 - Several Utilities in California made mutual aid requests via the Western Regional Mutual Aid Group (WRMAG) in response to the atmospheric river event. EWEB sent a 5-man crew to assist with storm restoration near Redding. The crew finished up near Sacramento on the 15th and returned home.</p>
<p><b>VARIOUS</b>  <b>Public outreach for Integrated Resource Plan (IRP)</b>            01/06, 02/16, 02/21, 03/08 - EWEB is hosting various discussions and town hall opportunities to share the draft results of the IRP with the community. Refer to EWEB's Event Calendar for details. <a href="https://www.eweb.org/about-us/calendar">https://www.eweb.org/about-us/calendar</a></p>
<p><b>WHITEAKER COMMUNITY COUNCIL NEIGHBORHOOD ASSOCIATION</b>  <b>Meeting</b>            01/11/23 - EWEB will present to members of the Whiteaker Community Council Neighborhood Association on the current state of the water and electric utilities and provide information on important EWEB topics, projects, and initiatives, including EWEB's values and strategic priorities, electric and water rate forecasts, climate leadership, integrated resource planning, emergency water stations, and the McKenzie watershed.</p>
<p><b>CITY CLUB</b>  <b>Presentation</b>            01/20/23 - General Manager Lawson to discuss EWEB's initial public draft of the 2022 Integrated Resource Plan (IRP).</p>
<p><b>CASCADIA MOBILITY</b>  <b>E-mobility Community Grant</b>            01/24/23 - EWEB had a new grant offering in 2022 to help promote our commitment to the environment and the community by increasing awareness, access, infrastructure, and adoption of electric mobility in our service territory, with special consideration to projects that advance electric mobility in underserved communities. Cascadia Mobility, the nonprofit operator of Eugene's bike-share program PeaceHealth Rides, submitted a proposal to use the funds to purchase electric pedal assist tricycles that will be used to support the bike share fleet maintenance and repair. These electric trikes will be outfitted to comfortably handle daily commercial use and have safety lighting, improved gear ratios, extra batteries, and custom decking to haul equipment and the ride-share bikes. The new electric tricycles are expected to be put into service in Spring 2023. \$24,990</p>
<p><b>DOWNTOWN NEIGHBORHOOD ASSOCIATION</b>  <b>Meeting</b></p>



# COMMUNITY INVESTMENT | Q4/YEAR-END 2022

## APPENDIX G

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

### **VIDA MCKENZIE COMMUNITY CENTER**

#### [In-kind donation for rebuild](#)

01/26/23 - EWEB crews will provide labor and materials to install certain infrastructure necessary for undergrounding electric service for the Vida McKenzie Community Center at no charge (estimated cost of \$14,200 to EWEB). Additionally, EWEB will provide \$10,000 for the Community Center to use toward additional service equipment and installation performed by their contractor. \$24,200

### **FRIENDLY AREA NEIGHBORS ASSOCIATION**

#### [Meeting](#)

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

### **BEYOND TOXICS**

#### [Workshop](#)

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

### **MCKENZIE WATERSHED COUNCIL**

#### [Meeting](#)

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

### **EWEB CUSTOMER CARE**

#### [SPARK - EWEB's Employee Engagement Team Valentine's Bake Sale](#)

02/14/23 - 16 employees volunteered to bake items as part of EWEB's Employee Engagement Team SPARK's effort to raise money for EWEB's Customer Care program. \$697

### **POLLUTION PREVENTION COALITION**

#### [Lane County Home & Garden Show](#)

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

### **SOUTHEAST NEIGHBORHOOD (SEN) ASSOCIATION**

#### [Meeting](#)

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



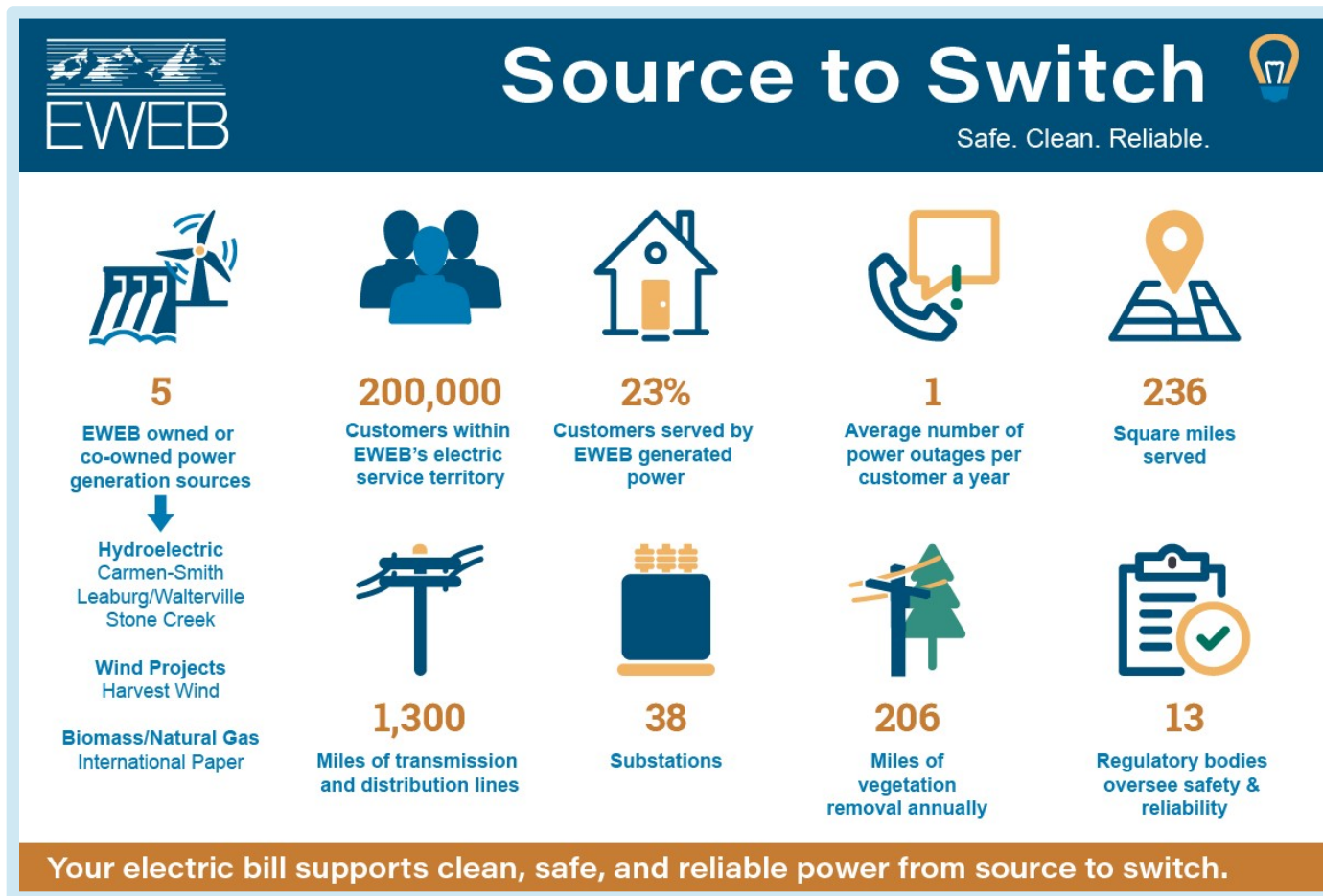
# ELECTRIC DIVISION | Q4 2022

## 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.







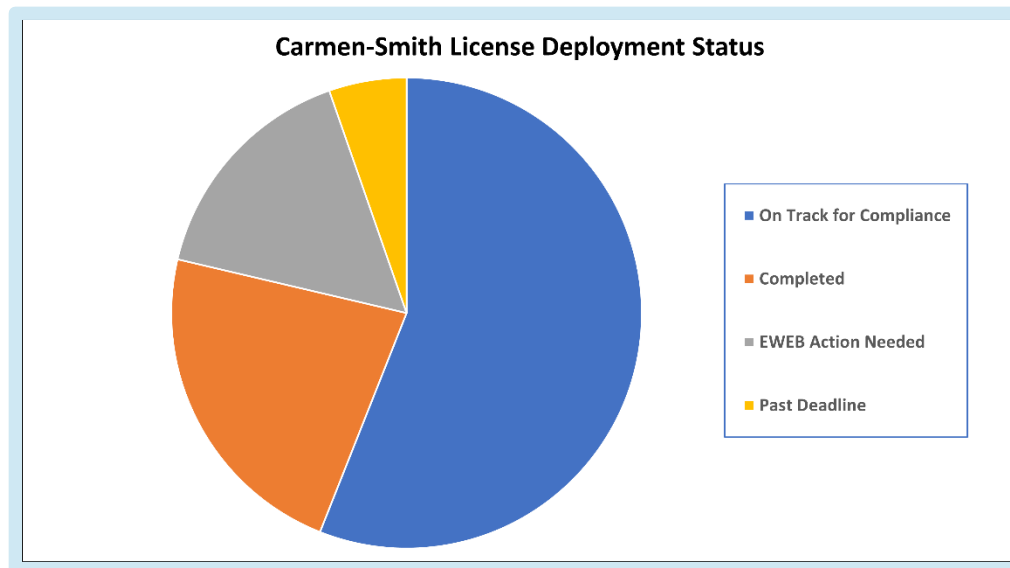
# ELECTRIC DIVISION | Q4 2022

## APPENDIX H

### Source

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

Carmen-Smith License Deployment: The majority of active license requirements are either complete or likely to be complete by the deadline. However, most large projects (56%) are either past due or the deadline is expected to be missed. Dam safety concerns continue to cause delay for many projects (12 of 75), in addition to other contributing factors (ex. staffing, planning).



On track for compliance – In progress and on schedule, extension of time request submitted, or not yet scheduled but on track.

EWEB action needed – Action is needed to get project on track and in compliance (ex. Extension of time request).

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

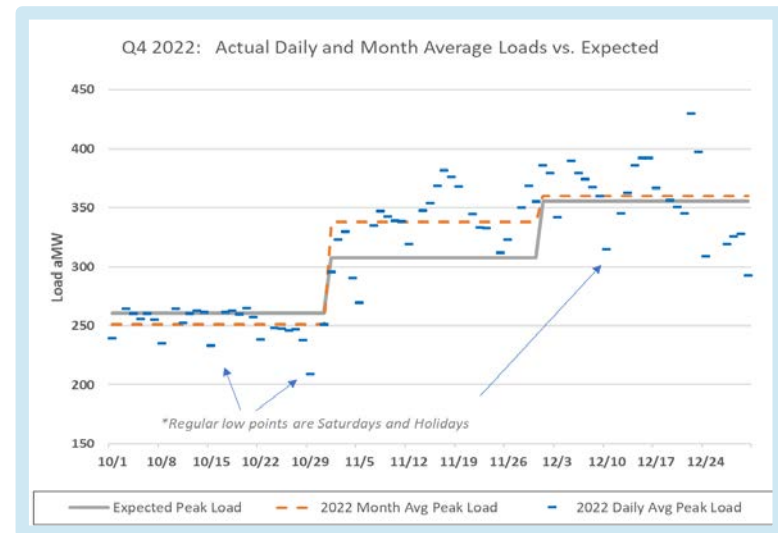
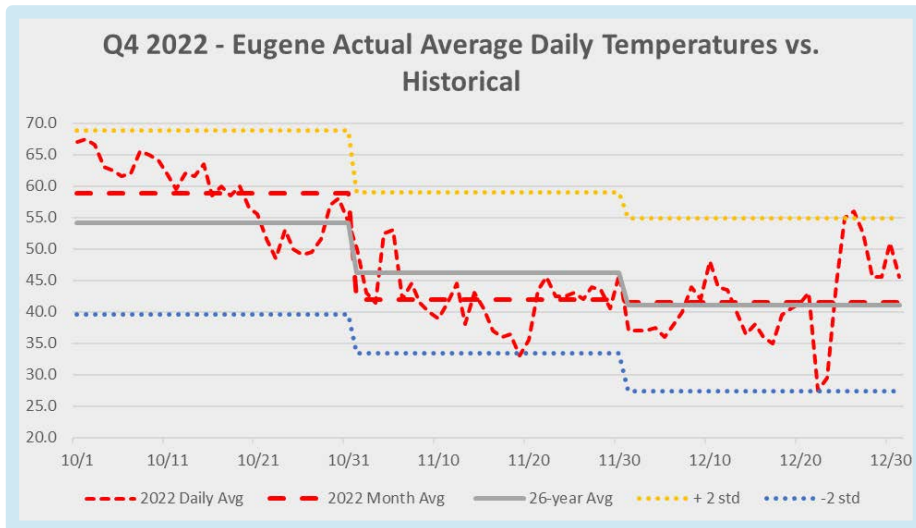
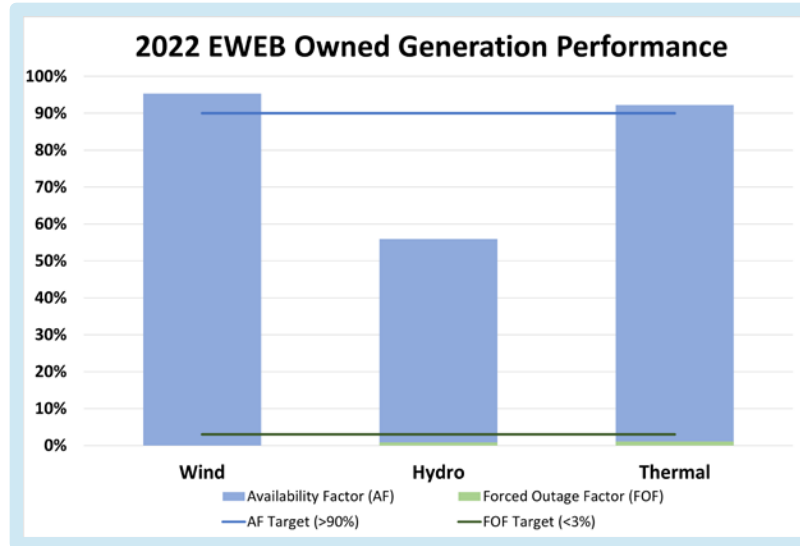
### Production

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.



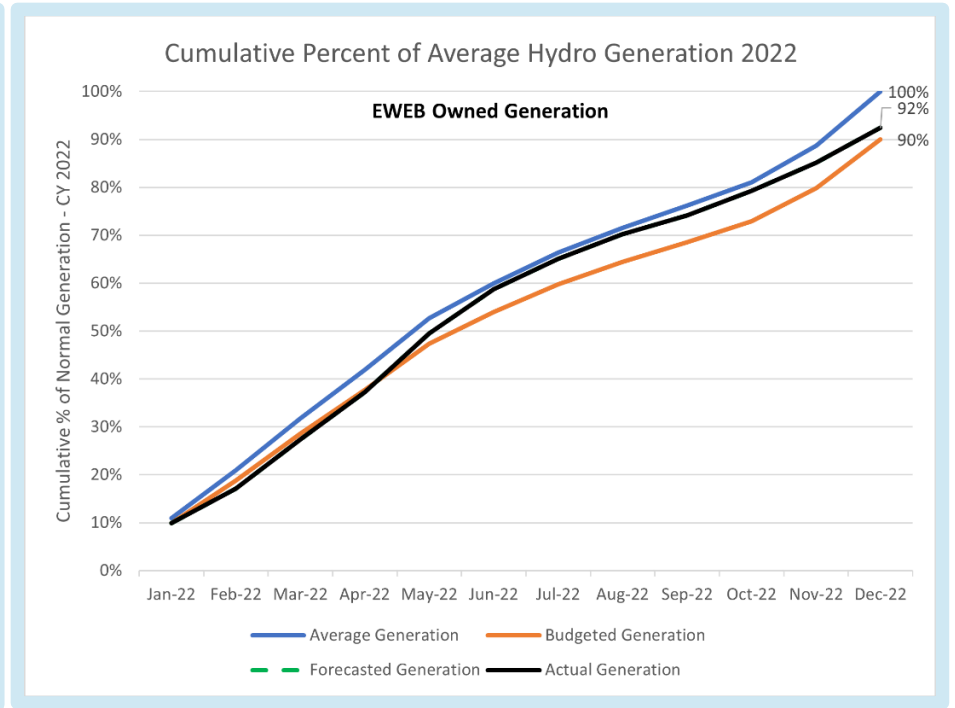
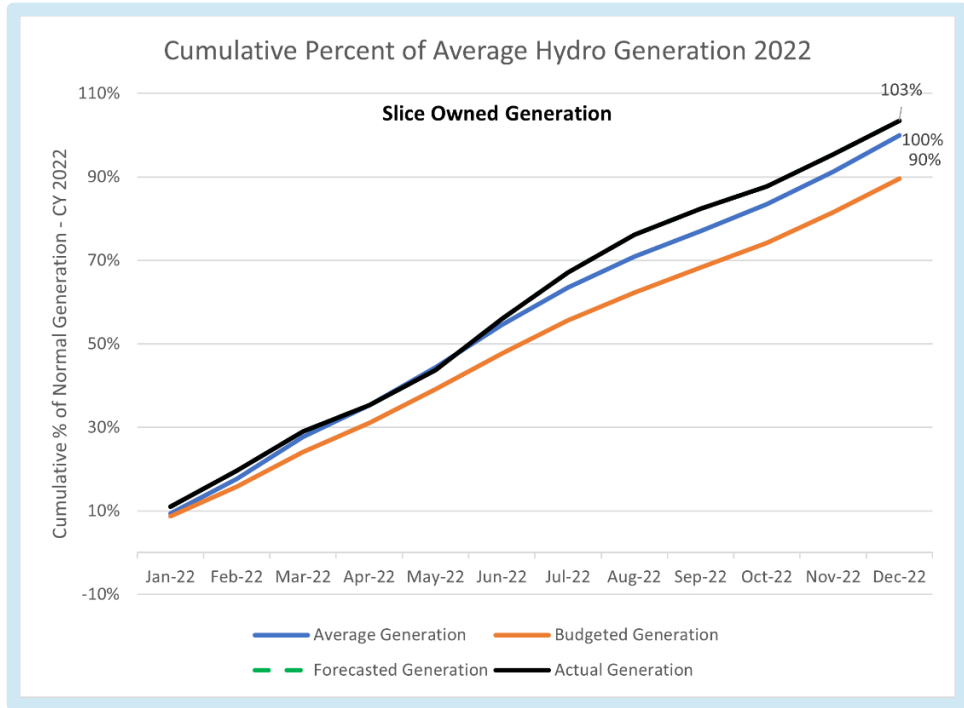
# ELECTRIC DIVISION | Q4 2022

## APPENDIX H



# ELECTRIC DIVISION | Q4 2022

## APPENDIX H



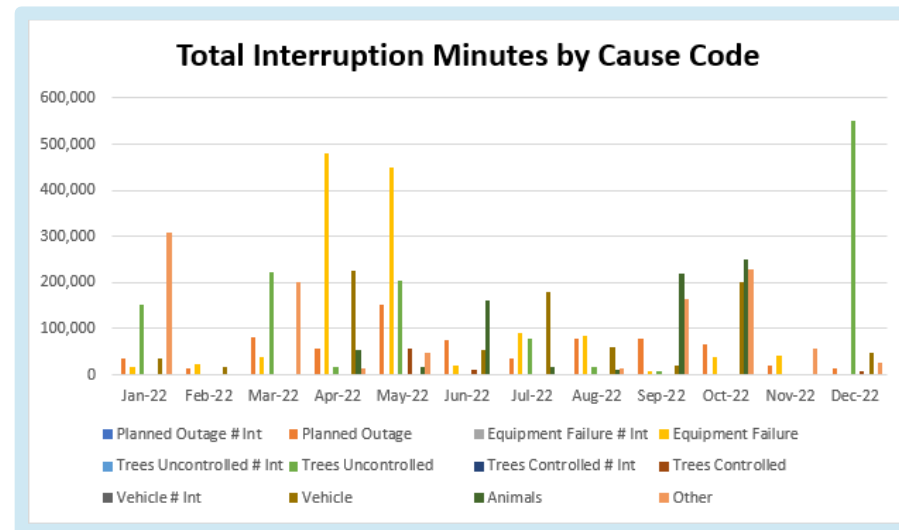
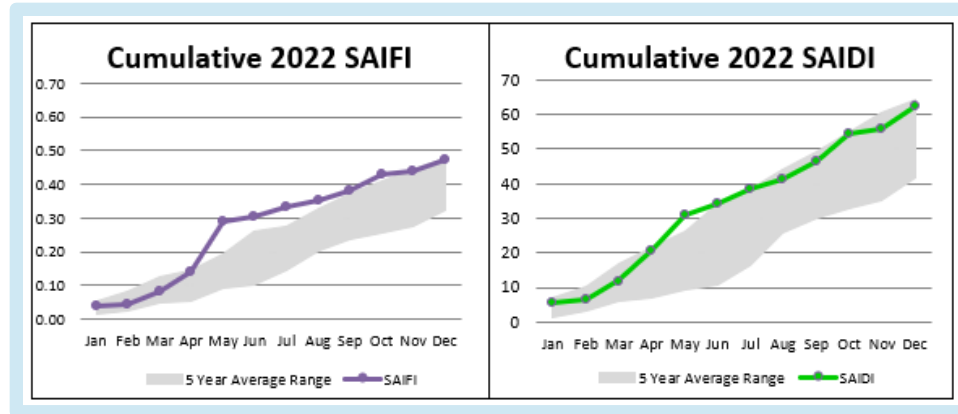
### Transmission & Distribution

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



# ELECTRIC DIVISION | Q4 2022

## APPENDIX H



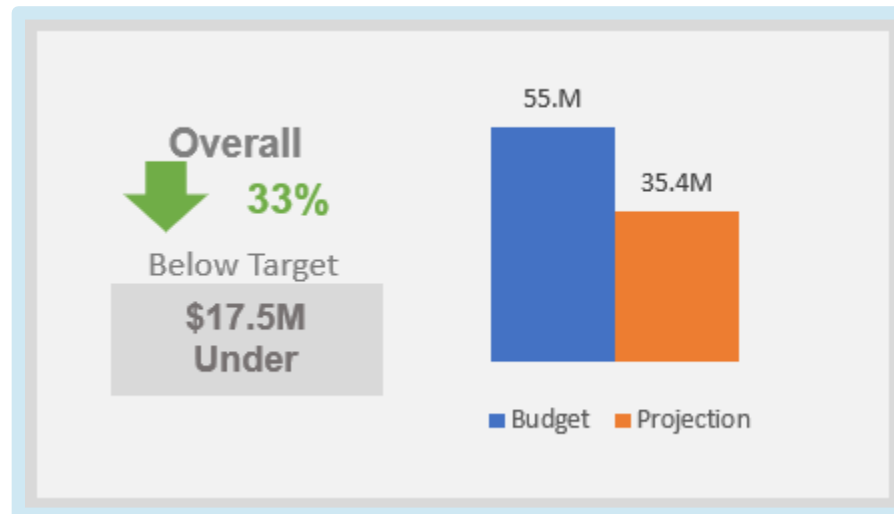
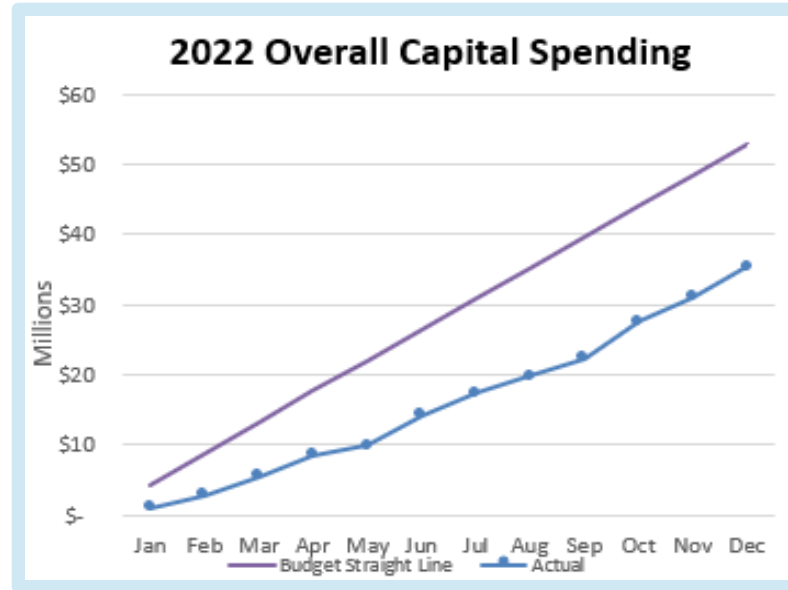
### Monitoring & Compliance

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.



# ELECTRIC DIVISION | Q4 2022

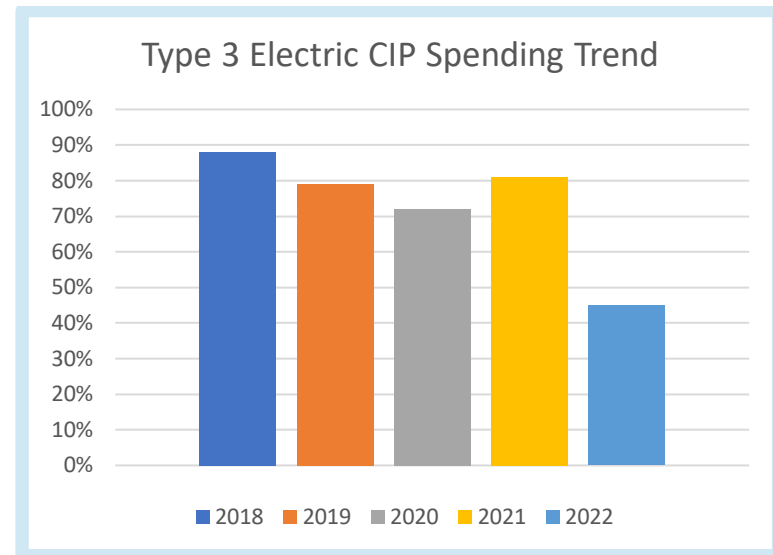
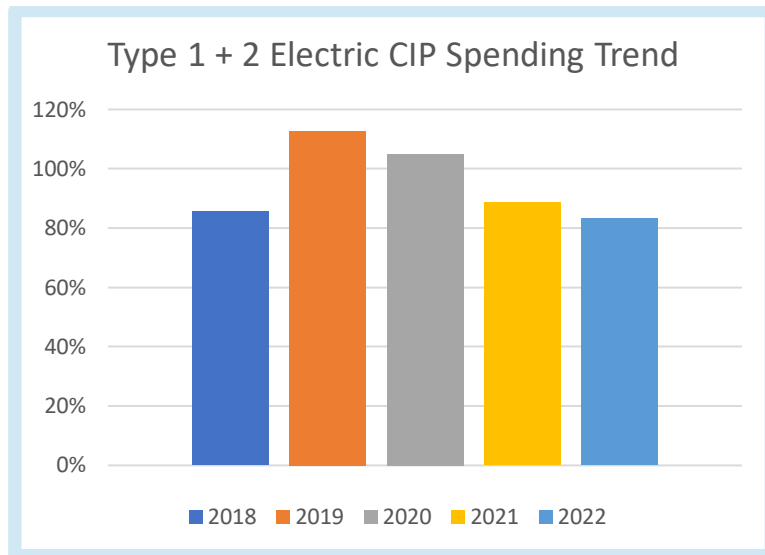
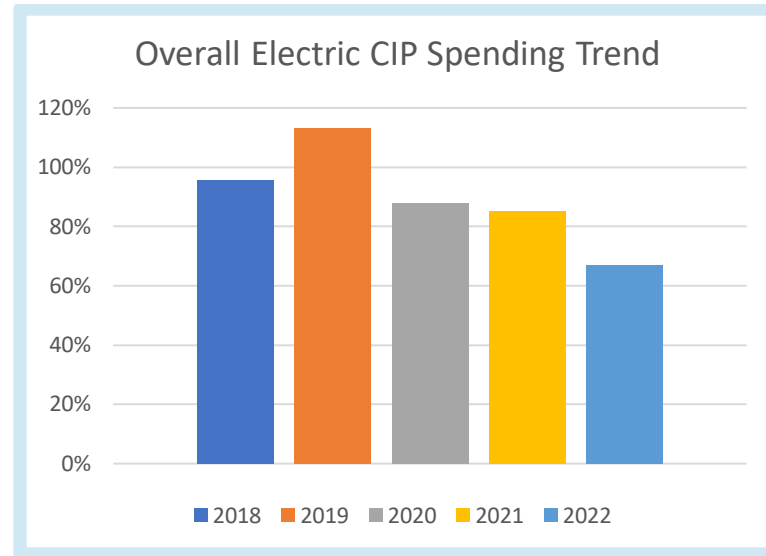
## APPENDIX H





# ELECTRIC DIVISION | Q4 2022

## APPENDIX H





# ELECTRIC DIVISION | Q4 2022

## APPENDIX H

### Resiliency, Planning & Emergency Preparedness

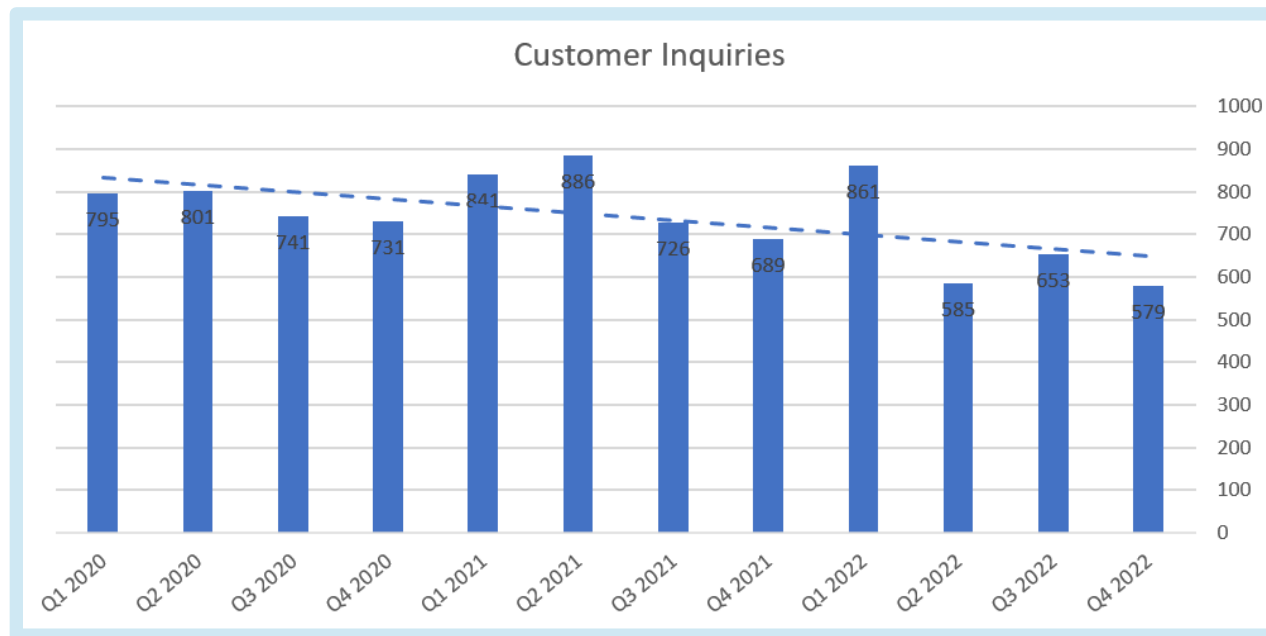
Natural hazard and security response mitigation plans along with resiliency plans are a final barrier in place to protect the safety and reliability of our service. The Master Plan and Capital Plan ensure investment in our infrastructure is prioritized in both the short and long term to ensure continued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

### Support Services

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

### 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 | Q4 2022

## APPENDIX H

Dept	Category	Metric	Q1 Final	Q2 Final	Q3 Final	Q4 Final	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	●	●	●	●	
	Work Queue:	Test 100% of non-NERC Devices	●	●	●	●	
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 Responses:	Customer driven project "wait time" less than 3 weeks	●	●	●	●	
	Customer Response:	Average emergency crew call out time less than 30 minutes	●	●	●	●	Staffing Limitations
	Customer Response:	Maximum crew call out time less than 60 minutes	●	●	●	●	Staffing Limitations
	Work Queue:	Complete 100% of PMs 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	●	●	●	●	
	Safety:	Reduce lost time days below 3-year average for section 321	●	●	●	●	
	Safety:	Complete & turn in 11 tailboards per crew each month	●	●	●	●	
Meter	Work Queue:	Site Visits/PUC audits	●	●	●	●	
	Work Queue:	Meter Testing (SPh) meters coming to shop - new	●	●	●	●	Staffing Limitations
	Work Queue:	Meter Testing (3Ph) meters coming to shop - new	●	●	●	●	Staffing Limitations
	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	●	●	●	●	
	Work Queue:	Circuit Inspections Upriver	●	●	●	●	
	Turn Around:	Customer Tag response less than 4 business days	●	●	●	●	





# ELECTRIC DIVISION | Q4 2022

## APPENDIX H

Landscape	Customer Response:	Incoming Jobs - 15-20 per internal customers	●	●	●	●	
	Work Queue:	Contractor mowed & inspected	●	●	●	●	
	Work Queue:	Cycles of Daily work (Spring & Summer- mowing/ Winter & Fall Quadrants)	●	●	●	●	
	Turn Around:	Customer requests turnaround time less than 3 days	●	●	●	●	
Dispatch	Training:	Transmission Operator Certification Training - 300 hours per year	●	●	●	●	
Electric Operations	Customer Response:	First Responder call out response less than 5 min	●	●	●	●	
	Work Queue:	Complete Planned Transmission Patrol	●	●	●	●	
	Work Queue:	Complete Planned Feeder Patrol	●	●	●	●	
	Work Queue:	Complete Wildfire Inspections by End of Q1	●	●	●	●	
Systems Engineering	Customer Response:	System Event Response by next business day	●	●	●	●	
	Work Queue:	Complete all NERC battery testing review and recommendations in Q2	●	●	●	●	
	Work Queue:	Review PRC-27 relay studies	●	●	●	●	Staffing Limitations
	Work Queue:	Transmission line clearance & loading verification	●	●	●	●	
	Work Queue:	Feeder Studies	●	●	●	●	Staffing Limitations
	Work Queue:	Complete review of current month of NERC relay testing	●	●	●	●	
	Work Queue:	Complete review of current month of non-NERC relay testing	●	●	●	●	
Distribution Engineering	Customer Response:	Customer Inquiries response within 1 business day	●	●	●	●	
	Customer Response:	High level Estimate vs. Actual Bill within 15% difference	●	●	●	●	
	Work Queue:	Customer (Internal/External) Design Requests assigned	●	●	●	●	
	Turn Around:	High Level Estimates provided within 3 business days	●	●	●	●	
NERC Compliance	Work Queue:	No past due NERC reporting tasks	●	●	●	●	
	Work Queue:	Internal Control Tasks	●	●	●	●	
	Turn Around:	NERC Awareness Training Conducted	●	●	●	●	

# WATER DIVISION | Q4 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

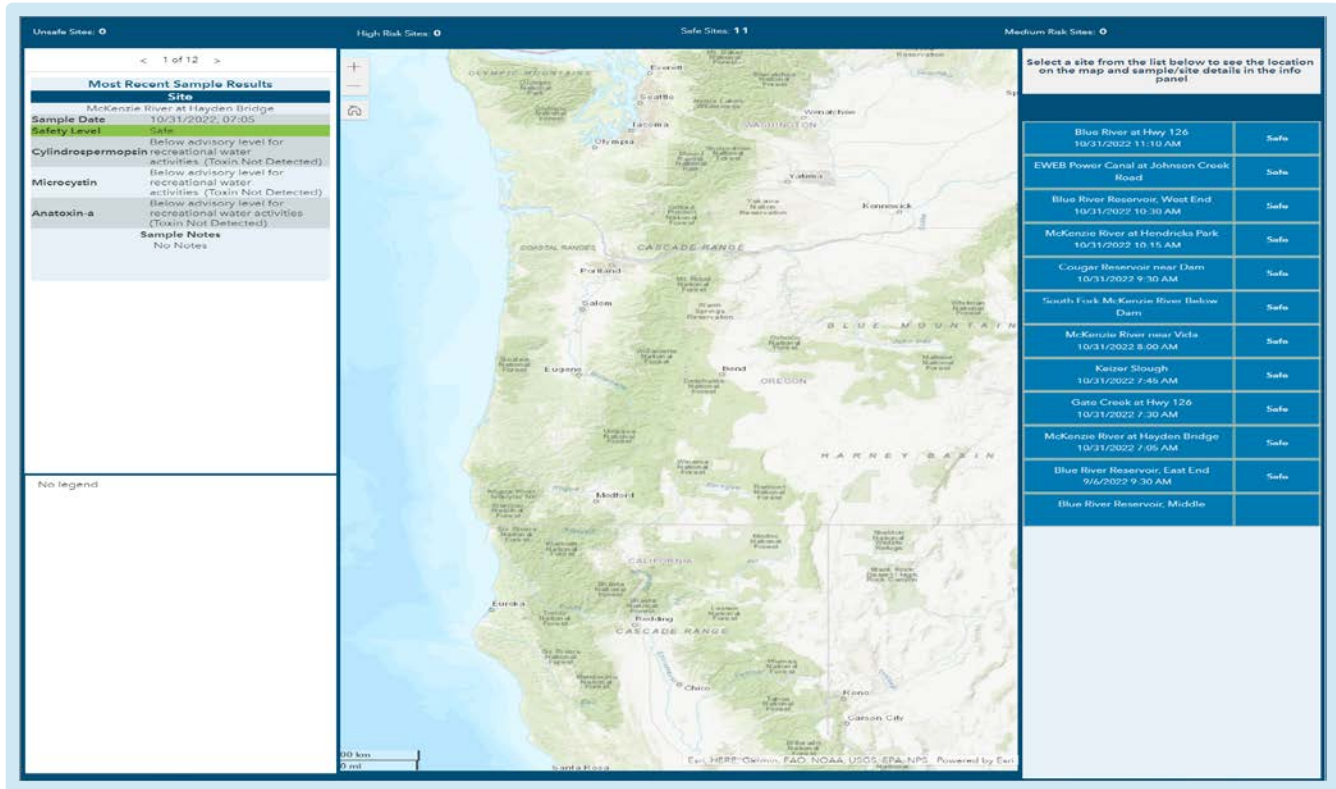
The purpose of the Source Water Protection Program is to minimize adverse impacts on the source of our community's drinking water. Specifically, the program aims to 1) identify and understand the threats to our drinking water through watershed monitoring and 2) reduce the risk of pathogens and pollutants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

#### Cyanotoxins

EWEB began monitoring for harmful algal blooms (HABs) and cyanotoxins in April 2022. HABs were detected in both Cougar and Blue River Reservoir, and low levels of cylindrospermopsin were reported in Blue River Reservoir starting May 31<sup>st</sup>. The levels remained low, and we continued to monitor every 2 weeks through November. We had no reportable levels of cyanotoxins below the reservoirs, in tributaries, or in the mainstem McKenzie River. For more information visit our [Cyanobacterial Harmful Algae Blooms website](#) that includes the most recent HABs maps.

# WATER DIVISION | Q4 2022

## APPENDIX I



### Urban runoff monitoring and mitigation

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 worked with EWEB engineering staff on the permit application for the installation. The permitting has been submitted in 2023, and we are awaiting an update from Springfield.

### Pure Water Partners Program<sup>1</sup>

The Pure Water Partners (PWP) program is an incentive-based strategy that aims to protect existing healthy riparian and floodplain areas and restore degraded riparian forests along the McKenzie River through voluntary actions with landowners.

Following the Holiday Farm Fire, we restructured our property assessments and agreements to better reflect the restoration work that is being conducted post-fire. Our new comprehensive 7-year Watershed Stewardship Agreement for landowners encompasses riparian restoration/replanting, erosion control, invasive species management, fuels reduction, and Firewise/naturescaping principles. We have conducted over 350 property assessments post-fire and currently have over 165 signed watershed stewardship agreements with McKenzie landowners.

<sup>1</sup> Within the Lead Green programs, the Carbon Forestry Lab program is part of EWEB's Pure Water Program to protect water quality in the McKenzie River. This relates to the City of Eugene's CAP2.0 for action item R21 in the Resiliency section.

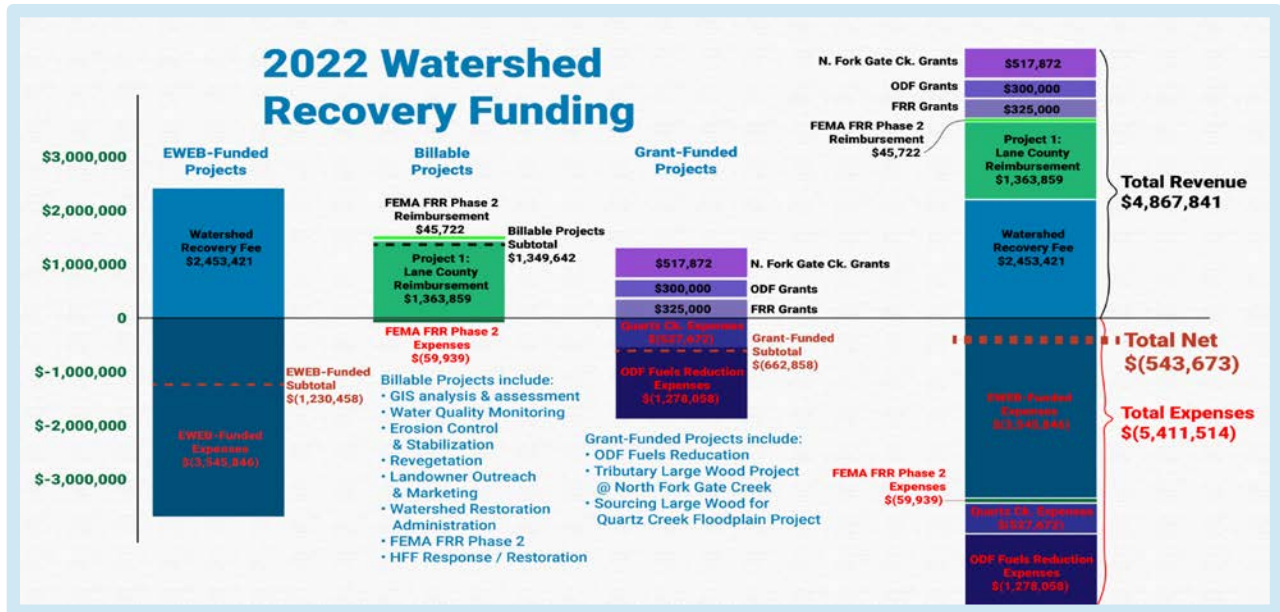
# WATER DIVISION | Q4 2022

## APPENDIX I

### 2022 Watershed Recovery Funding

The following graph summarizes EWEB revenue and expenditures associated with Holiday Farm Fire recovery and restoration work in 2022.

(Reference SoWR for funding details)



### 2022 Watershed Recovery Funding

#### Revenue

Watershed Restoration Fee:	\$2,315,388
FEMA Reimbursement:	\$1,363,859
Finn Rock Phase 2 Reimbursement:	\$45,722
Finn Rock Floodplain Restoration Grant:	\$325,000
ODF Fuels Grant:	\$300,000
Large Wood Project Grant:	\$517,872
<b>Total Revenue:</b>	<b>\$4,867,841</b>

**Net: (\$543,674)**

#### Expenses

Restoration Activities:*	\$4,823,904
Finn Rock Phase 2 Implementation:	\$59,939
Large Wood Project:	\$527,672
<b>Total Expenses:</b>	<b>\$5,411,515</b>

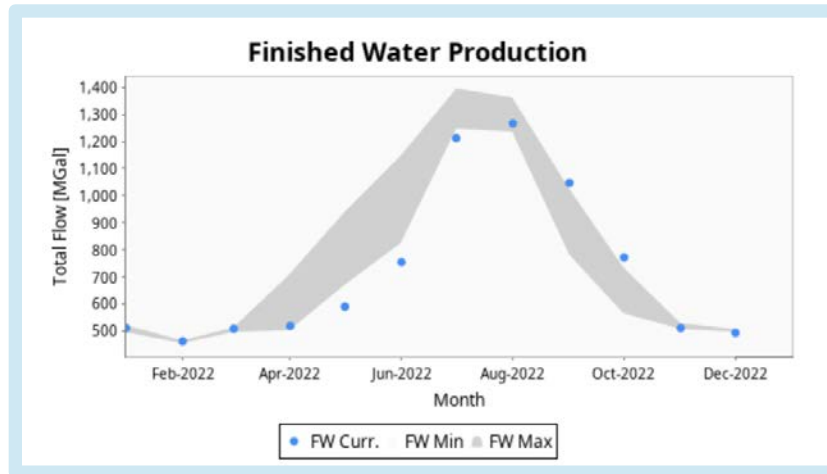
\*Restoration activities include: water quality monitoring, landowner outreach, erosion control/stabilization, revegetation, invasives species control, fuels reduction, land acquisition and carbon sequestration work.

# WATER DIVISION | Q4 2022

## APPENDIX I

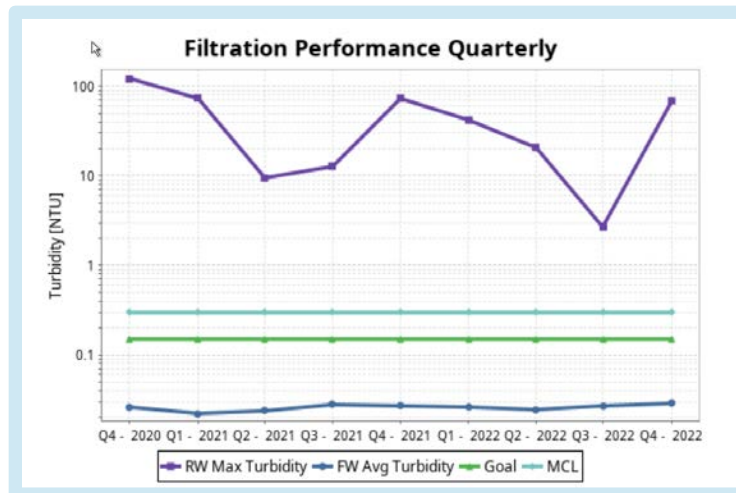
### PRODUCTION & PERFORMANCE

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 fourth quarter were normal. Annual production totals were the lowest since 2013. Operations is still seeing volatility in chemical pricing. The most recent increase is 25% for aluminum sulfate. This chemical is used to bind contaminants together for settling and filtration. Production has KPIs in place to track and improve efficiency for chemical usage.

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.



There were several water quality disturbances in treatment during Q4 with the highest raw water turbidity reaching 69 NTU. Typical winter turbidity is around 3 NTU. A turbidity event is defined by raw water turbidity above 10 NTU which triggers the addition of Powder Activated Carbon (PAC) to avoid taste and odor issues. These events typically last from several days to a few weeks. Despite the turbid waters all treated water exceeded regulatory standards.






# WATER DIVISION | Q4 2022

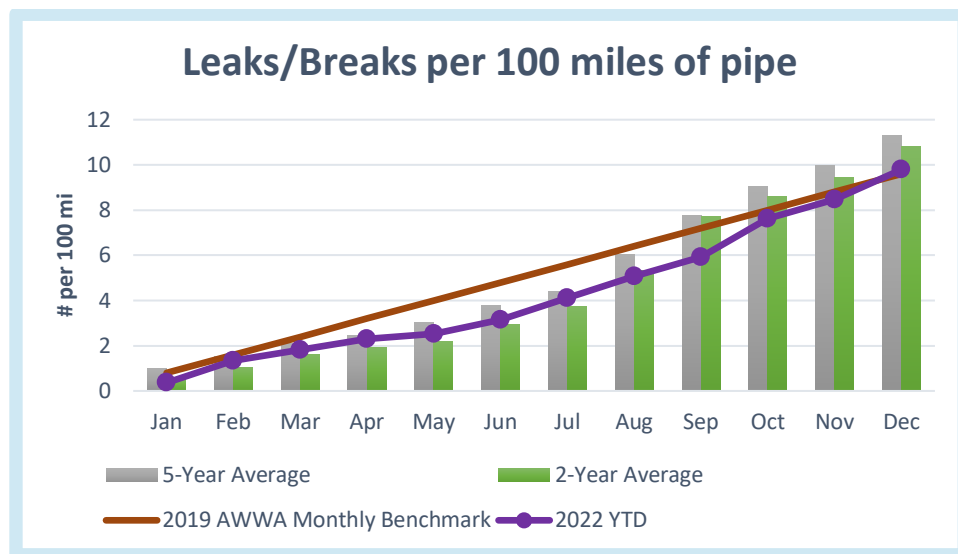
## APPENDIX I

### 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.

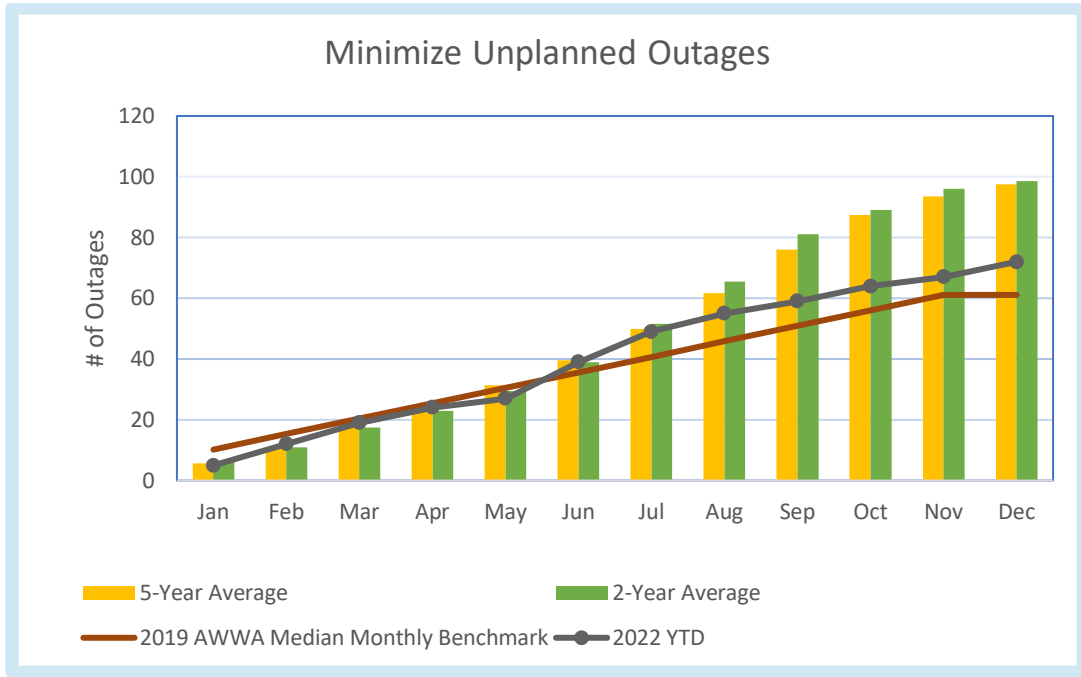
On December 6, 2022, EWEB Water Operations had to issue a boil water notice to 179 EWEB customers. The boil notice was the result of a main break at 4915 Garnet Street. While isolating the broken water main the field crews de-pressurized a large part of the distribution system. Crews did an outstanding job working together to notify all affected customers, and by flushing the distribution area of concern and taking samples. All samples came back good on December 7 and the boil notice was lifted.

Reliability Metrics		Unit	AWWA Median Benchmark*	EWEB 2-Year Average	YTD Results	On Target?
<b>Water Operations: System Integrity</b>	Leaks and Breaks per 100 Miles of Pipe	# of Breaks per 100 Miles	9.6	11.1	9.7	
<b>Customer Relations: Water Service Disruptions</b>	Minimize Frequency of Unplanned Outages	# of Outages per 1000 Connections	61.1	101	72	
	Average Duration of Unplanned Outages	Minutes	222	118.5	80	
	Percentage of Customers who Experience a Planned or Unplanned Water Outage	%	N/A	3.91%	1.04	
<b>Water Operations: Regulatory Compliance</b>	Boil Water Notices caused by EWEB	# of Notices	N/A	1.0	1	



# WATER DIVISION | Q4 2022

## APPENDIX I



Residential backflow testing is critical to ensuring backflow devices properly protect our system from contamination. For Q4 2022 we are at 88% with 9371 tests completed and 10,606 total assemblies, which falls short of the target of 95%. The water distribution crews made valve turning and inspecting a primary focus in 2022. The goal was to operate and inspect 293 critical valves (16"-20") and 3,600 distribution valves (2"-12") in 2022. The crews exceeded the goal. All 293 critical valves were inspected plus the crews operated an inspected 5,853 distribution valves.


Reliability Metrics		Unit	Goal	EWEB 2-Year Average	YTD Results	On Target
<b>Customer Relations: Water Service Disruptions</b>	Exercise distribution system valves (2-12")	18,522	20% Annually	650	3938	
	Exercise critical distribution valves (16-20")	293	Annually	163	293	
	Exercise arterial transmission valves (30" +)	42	Annually	10.5	42	
	Exercise system pressure separation valves	84	Annually	42	84	
	Exercise reservoir and pump station valves	339	Annually	169.5	339	
<b>Water Operations: Regulatory Compliance</b>	Testing compliance on residential backflow devices	10654	95%	93.3%	88%	


# WATER DIVISION | Q4 2022

## APPENDIX I

### MONITORING & COMPLIANCE<sup>2</sup>

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. Water quality compliance testing results and reports can be found [here](#).

Safe Drinking Water Act	
Quarter	In Compliance?
Q4	








Safe Drinking Water Act	
Year	In Compliance?
2022	

### 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.

Efforts have continued to address action items from Q2 tabletop exercise and update the Emergency Response Plan.

EWEB, SUB and RWD crews planned and exercised the Game Farm Rd. Intertie in November fulfilling an important joint resiliency metric and fostering good working relationships between the 3 utilities.

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

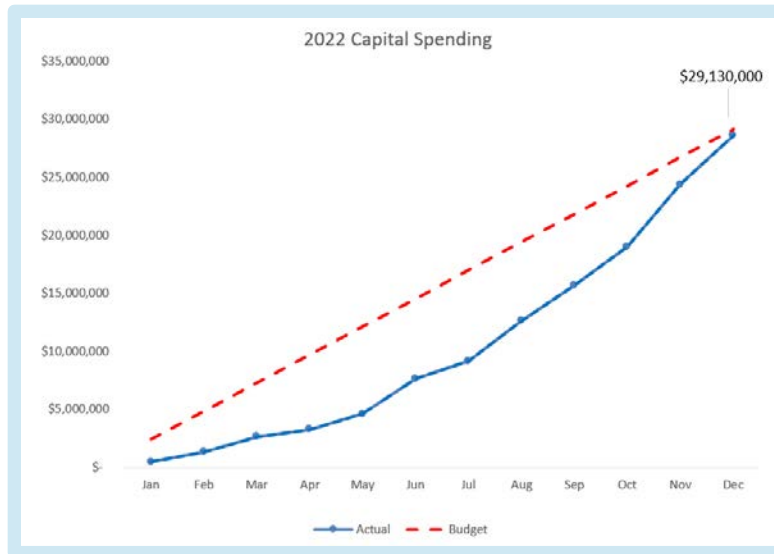
Overall, water capital expenditures came in at near 100% of budget. At the end of Q3 an underage of approximately 80% of budget was projected however in Q4, there was an uptick in work at E40th and with several main replacements which closed this gap. Supply chain issues did affect water's AMI deployment and the timing of several of our Type 1 facility projects.

<sup>2</sup> Within the Lead Green programs, the Carbon Forestry Lab program is part of EWEB's Pure Water Program to protect water quality in the McKenzie River. This relates to the City of Eugene's CAP2.0 for action item R21 in the Resiliency section.



# WATER DIVISION | Q4 2022

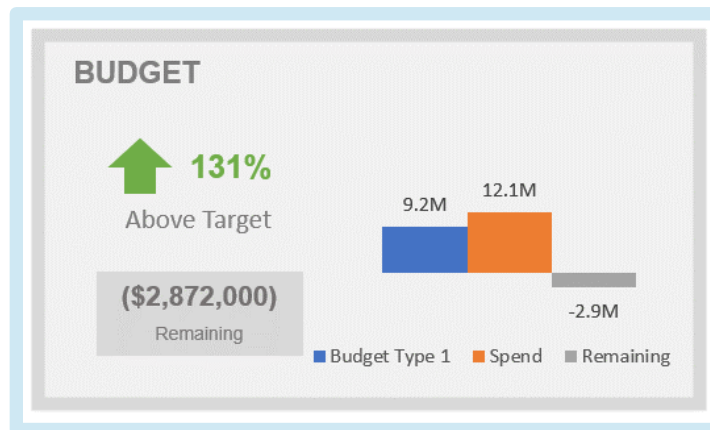
## APPENDIX I



See Appendix E – Water Utility EL-1 Capital Report - Shared Services project updates are provided within the Electric Utility Capital section, but the project budget and costs are split between Electric and Water in the appendices.

### TYPE 1 – General Capital Projects (Water)

Type 1 General Capital is budgeted year-by-year for routine capital expenditures totaling less than \$1 million and is funded with rates and customer contributions. Typical examples include “main replacements” as part of Distribution & Pipe Services. Rising material costs and inflationary pressures added costs broadly to the work in this category. Given some supply chain issues with our Type 1 pump station and reservoir projects, water increased efforts to contract out main replacement work with two contracts coming to the Board in Q3. With these contracts our Type 1 expenditures exceeded budget in 2022.



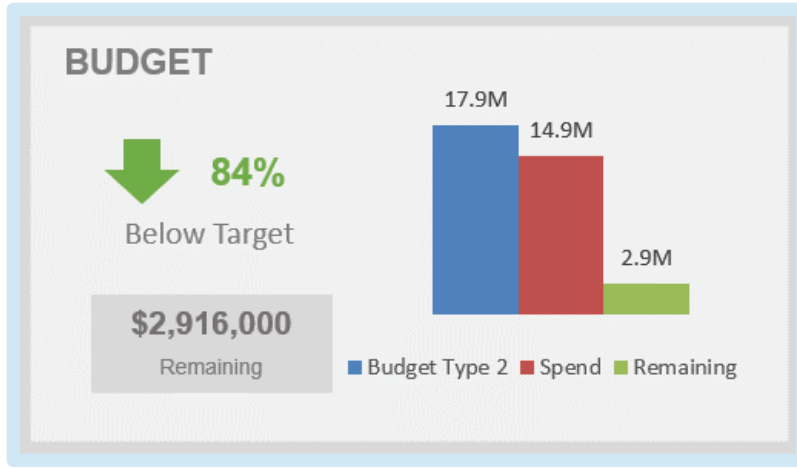
### TYPE 2 – Rehabilitation & Expansion (Water and Shared Services)

Type 2 capital projects are discrete, with a defined completion period, and lifetime expenditures over \$1 million. Depending on the project, this work may be funded with rates, customer contributions, or bond funds.

Overall water Type 2 Capital Expenditures came in at about 84% of budget at year end. This underage is largely due to contract timing on the Hilyard Street Transmission Main and the AMI project being affected by supply chain issues resulting in much lower productivity/expenditures than anticipated. The E. 40<sup>th</sup> Reservoir project is on schedule.

# WATER DIVISION | Q4 2022

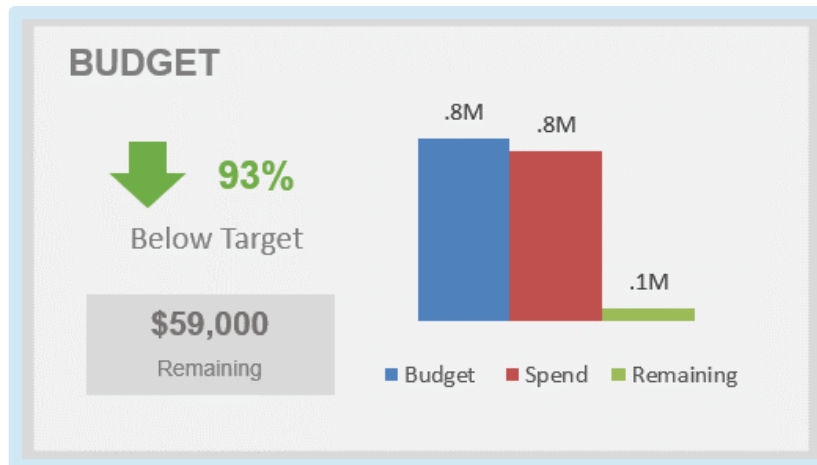
## APPENDIX I



### TYPE 3 STRATEGIC - Emergency Water Supply

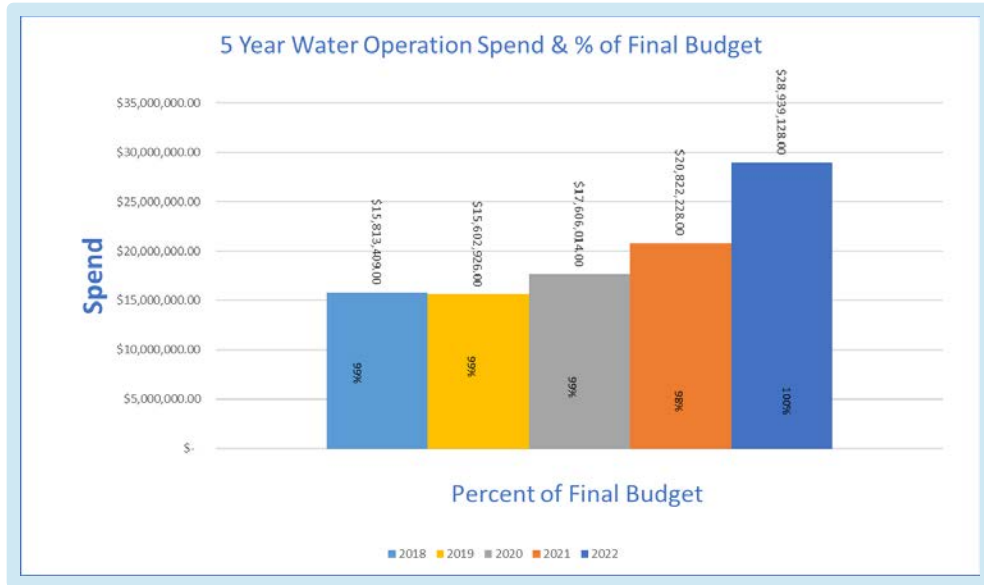
Type 3 projects are large strategic programs with long term impacts and are generally bond-funded.

Through Q4, work in this area included efforts on the emergency water distribution sites and second source. For the emergency water distribution sites, work continued on the design of the South Eugene and Churchill High School Sites. For second source, Q4 work included start-up of permitting and land use approval efforts along with additional project value engineering.



# WATER DIVISION | Q4 2022

## APPENDIX I



### SUPPORT SERVICES

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

### TAP (CUSTOMER)

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

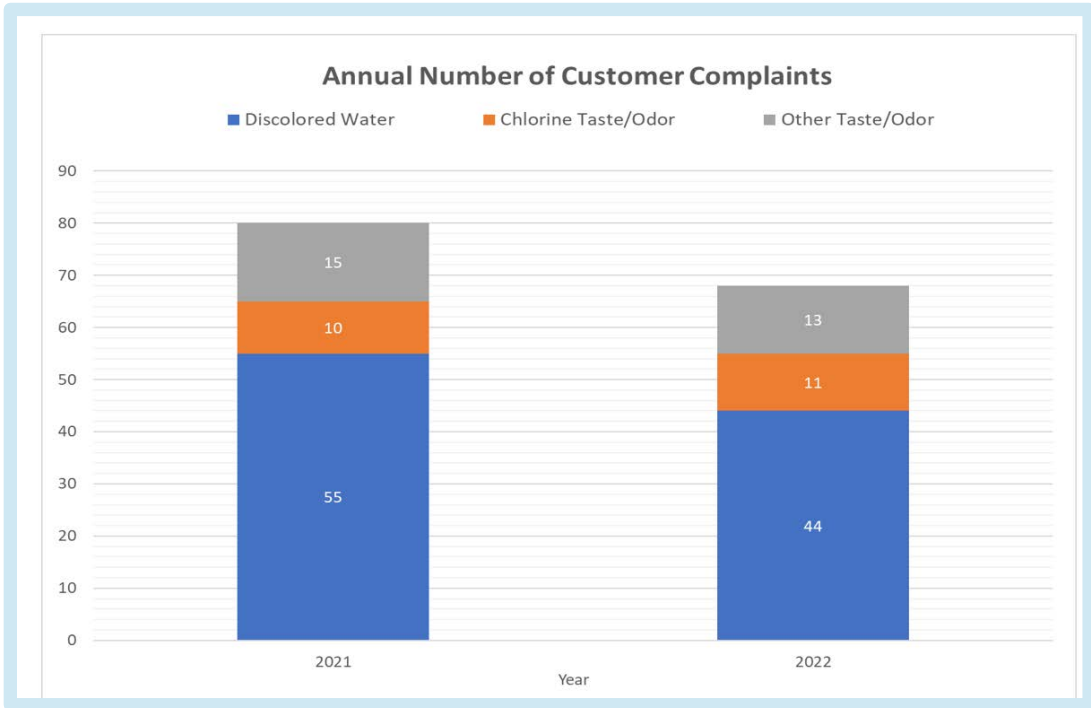
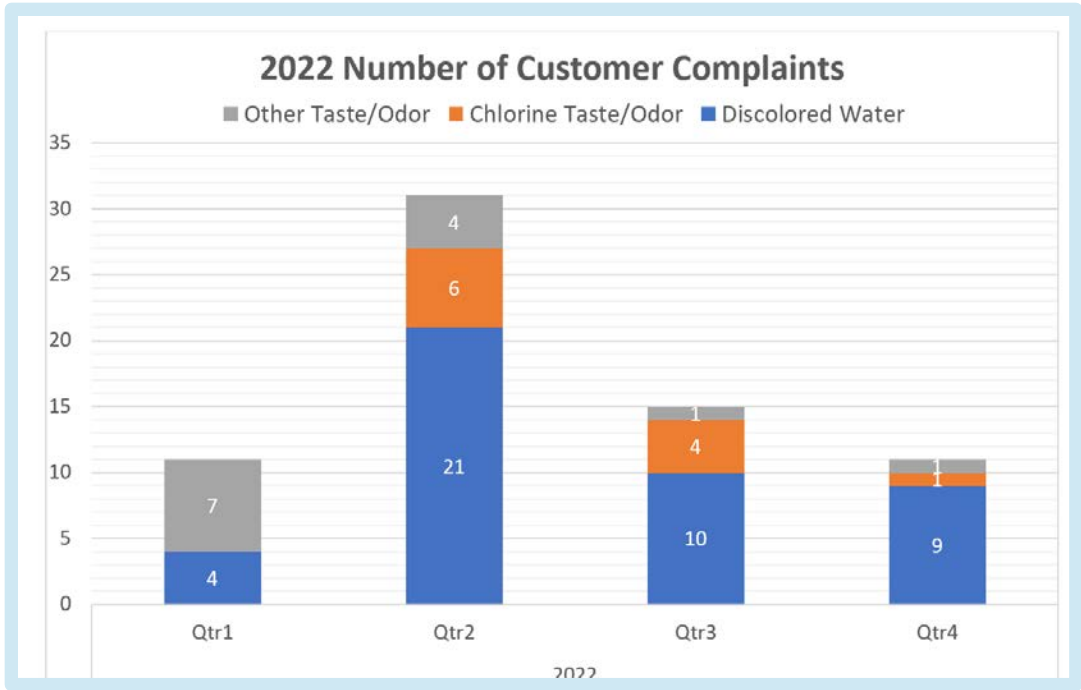
Two fewer requests received and design time slightly longer than 2021 average while construction improved significantly from 20 days average to 12 days average.

Metric	2021 Quarterly Average	Q4 2022
Number of New Service Requests	18	16
Design Time (Avg)	5 Days	8 Days
Time Waiting on Customer (Avg)	21 Days	27 Days
Construction Time (Avg)	20 Days	12 Days

In 2022 there were an additional 65 customer interactions with the Water Quality Hotline. These interactions do not reference a specific address so are not included in the chart. They are generally contaminant or interior plumbing questions. Water Quality staff return all calls and emails to the hotline.

# WATER DIVISION | Q4 2022

## APPENDIX I



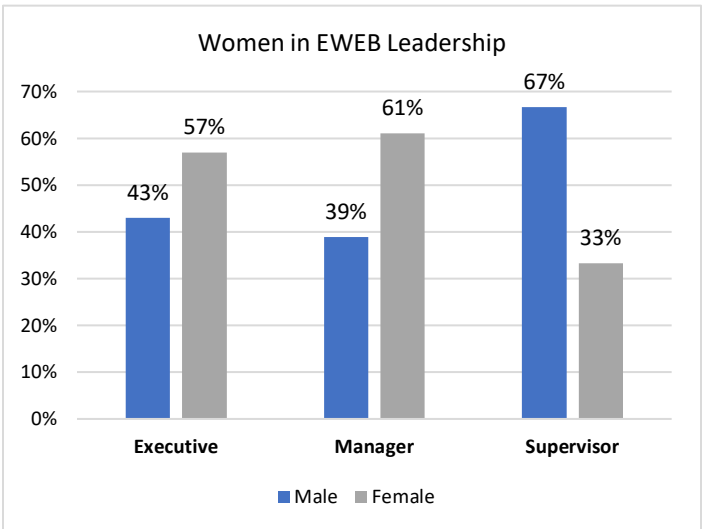
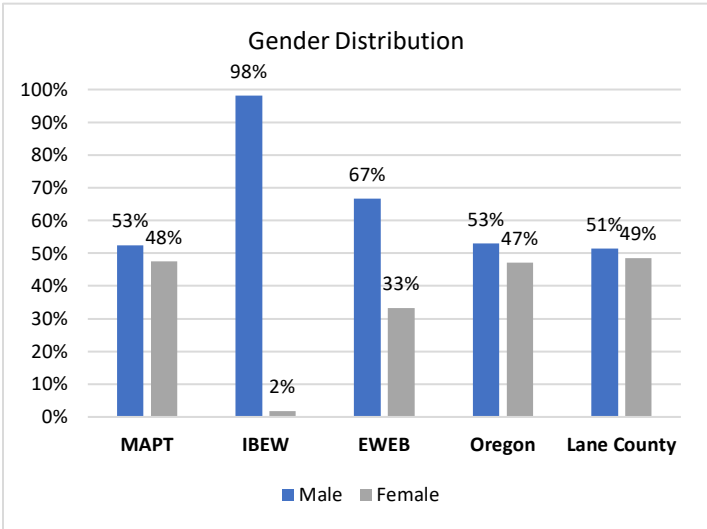
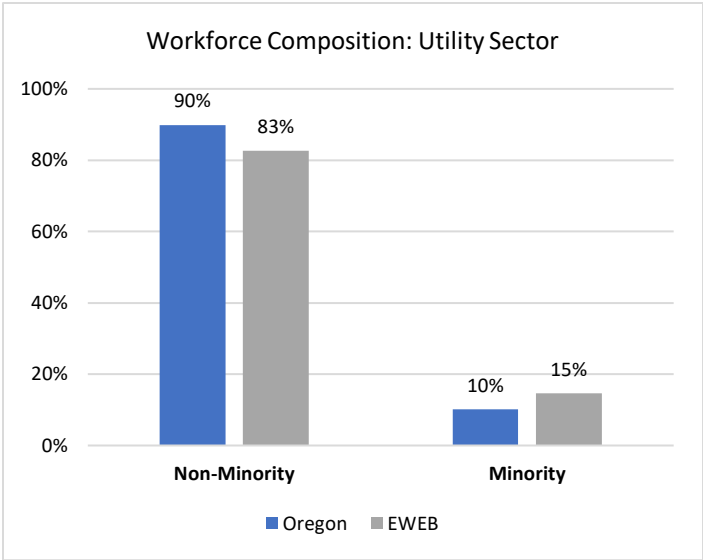
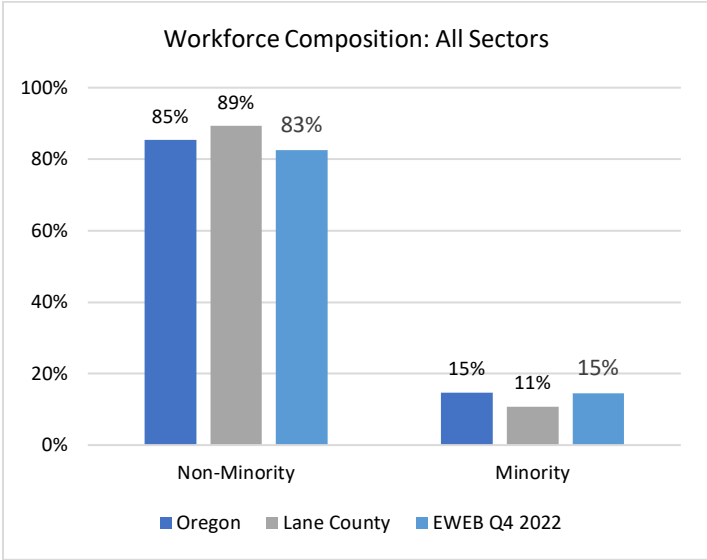


# WORK FORCE COMPOSITION | Q4 2022

## APPENDIX J

### Q3 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 Q3 of 2021, the most recent quarter for which they have data.



# WORK FORCE COMPOSITION | Q4 2022

## APPENDIX J

Diversity Applicants by Step - Full Year						
	Total Applications	Did not qualify	Met Minimums	Phone Interview	Final Interview	Offer/Hire
<b>2022 Applications</b>	1841	546	811	102	268	114
% Female	30%	31%	28%	44%	24%	37%
% Veteran	7%	5%	6%	16%	10%	8%
% Minority	20%	21%	21%	22%	17%	16%
<b>2021 Applications</b>	1768	503	804	130	218	114
% Female	35%	36%	36%	44%	23%	34%
% Veteran	7%	4%	6%	17%	7%	6%
% Minority	21%	24%	22%	18%	15%	13%
*Gender identity is selected by candidate. Reporting numbers are based on which gender the candidate identifies as.						



# CUSTOMER DIVISION | Q4 2022

## APPENDIX K

### 2022 ENERGY EFFICIENCY

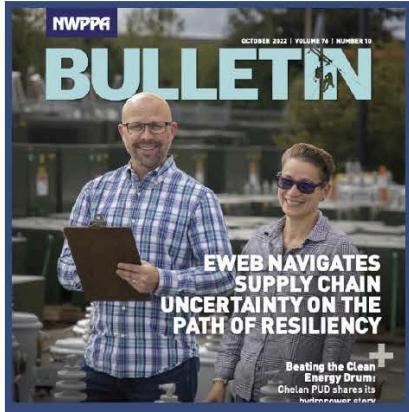
Total Energy Efficiency (EE) Savings	15,034 MWh	150% of annual target (10,000)
Peak Savings from EE	2.27 MW	182% of target (1.25)
Residential EE Savings	2,074 MWh	1,325 Projects
Rental Projects vs. Total Residential	17% of residential projects	220 rental EE projects
	19% of residential savings	396 rental MWh savings
Limited Income (LI) Projects vs. Total Residential	10% of residential projects	135 LI EE projects
	10% of residential savings	205 LI MWh savings

# CUSTOMER DIVISION | Q4 2022

## APPENDIX K

### COMMUNICATIONS & MARKETING | Q4 2022

#### Sample of work produced this quarter



EWEB Communications staff wrote, edited and provided photography for the October edition of NWPPA's Bulletin, covering how EWEB has responded to challenges facing utilities across the region due to supply chain shortages.



EWEB staff translated all outage graphics into Spanish in an effort to be more inclusive to customers who's first language is not English.

What Can You Get for \$1? is a new series to educate customers on the value of electricity. This campaign ran concurrent with Board discussions budget and rate changes for 2023.

EWEB Commissioners voiced support for decommissioning the #Leaburg Hydroelectric Project at December 6 Board Meeting. Staff recommend removing #LeaburgDam, restoring free-flowing #McKenzieRiver: <https://www.eweb.org/.../commissioners-consider...>

Communication regarding the future of the Leaburg Dam included listening sessions, email newsletters, earned media, and social media posts leading up to and following the Board decision in December 2022.

#### Bill Inserts

In October, customers received a bill insert on emergency water stations and how to prepare their home for winter.

In November & December, customers received information about projected price changes, and how EWEB manages costs and affordability.



# CUSTOMER DIVISION | Q4 2022

## APPENDIX K

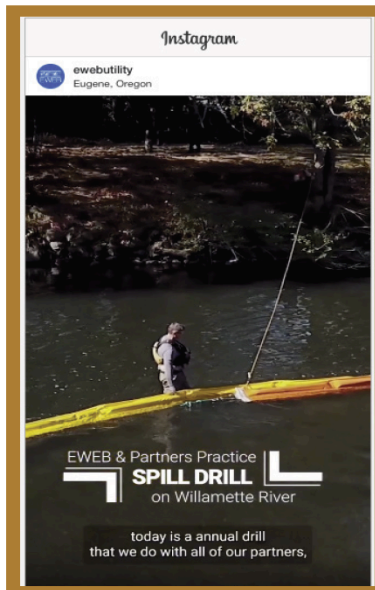
### COMMUNICATIONS & MARKETING | Q4 2022

#### EWEB in the Community

Date	Event	Topic
10/1/22	Lane County Farmers Market	Lead Green Programs
10/2/22	Sun in the Park Festival	EV & Energy Efficiency
10/6/22	Leaburg Listening Session	Leaburg Hydroelectric Project
10/6/22	Head Start Open House	Customer Care, Energy Efficiency & Weatherization
10/7/22	UO Class Tour of Leaburg & Carmen Smith	McKenzie River & EWEB Projects
10/22/22	Lane County Farmers Market	Lead Green Programs
11/4/22	UO Class Tour of Hayden Bridge	Water Treatment & Quality
11/5/22	Lane County Farmers Market	Lead Green Programs
11/15/22	Webelos Meeting	Energy Efficiency
11/17/22	4J Field Trip to Lake Green	Salmon Education Program
11/28/22	Springfield Lions Club	Leaburg Hydroelectric Project
12/15/22	4J Salmon Release	Salmon Education Program

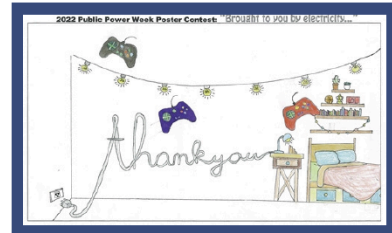
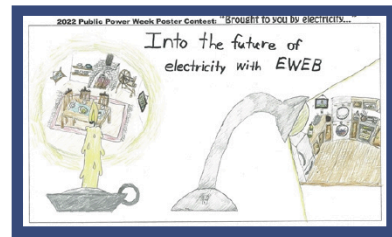


EWEB provides education grants to the Eugene 4J school district. The education partnership is an environmental science program that supports learning opportunities around climate change and its effects in the Pacific Northwest.



EWEB conducted a multi-agency spill drill on the Willamette River in October. This practice helps refresh and hone skills that will be essential to respond to an actual disaster involving an oil spill in the river.

Public Power Week Poster Contest for 5th grade students returned after a two-year hiatus. EWEB received over 100 entries from classrooms throughout Eugene, narrowed it down to the top 20 and invited EWEB customers and employees to cast their vote for the top 5.



EWEB has been working with multiple funding sources, including state and federal grants, to fund Pure Water Partners and help landowners in the McKenzie River valley recover from the Holiday Farm Fire.

# CUSTOMER DIVISION | Q4 2022

## APPENDIX K

# COMMUNICATIONS & MARKETING | 2022

## Best of 2022



February 14, 2022

### EWEB to sell former downtown headquarters buildings

Community organizations, property developers and others will soon be able to submit offers to purchase and develop a 4.44-acre site in a prime location along Eugene's burgeoning downtown waterfront district.

[Read More](#) | [Watch](#)

The most read eweb.org newsroom story in 2022, with 571 views, was regarding the future of the downtown riverfront headquarters building.

In September 2022 EWEB activated its first Public Safety Power Shutoff (PSPS), generating a lot of attention on social media platforms. This post reached the most people in 2022 with a reach of 41,890 and received 98 comments and 445 shares.



**RED FLAG WARNING**  
Issued by National Weather Service

**Public Safety Power Shut-off Notice**

EWEB eweb.org/wildfire

41,890 People reached | 9,713 Engagements | **↑ +59.9x higher** Distribution score

110 | 98 | 445



**You're invited to the grand opening! Saturday, September 10th!**

Using the facility as the first event and pick-up at a community of green water storage reservoir, which you'll get to for water and safe home.

When: September 10th, 10 AM to 4 PM  
Where: Sheldon Community Center - East Waterfront Field - Eugene, OR 97408

You'll learn about how your neighborhood's emergency water supply will be protected and how you can help protect your loved ones before disaster strikes. Sign up for an education about local emergency preparedness program.

In the event that disaster strikes our community's water system, EWEB and our community partners will activate our emergency water shutoff program. This community.

Looking for a way to help your city and the world? [Sign up for our emergency kit and kit delivery!](#)

The grand opening of our 5th Emergency Water Station. In September 2022 was well attended despite smoke from local fires.

**Sheldon area neighbors come out for EWEB's newest Emergency Water Station**

09/14/2022



Determining the Future of the Leaburg Hydroelectric Project

Watch later | Share

**Determining the Future of the Leaburg Hydroelectric Project**

3-31-21 | 9-21-21

Watch on [YouTube](#)

EWEB

Communication regarding the future of the Leaburg Dam, included multiple listening sessions, email newsletters, bill inserts, social media and a high-quality video explaining the history of the dam and a review of options being considered by staff and the Board.



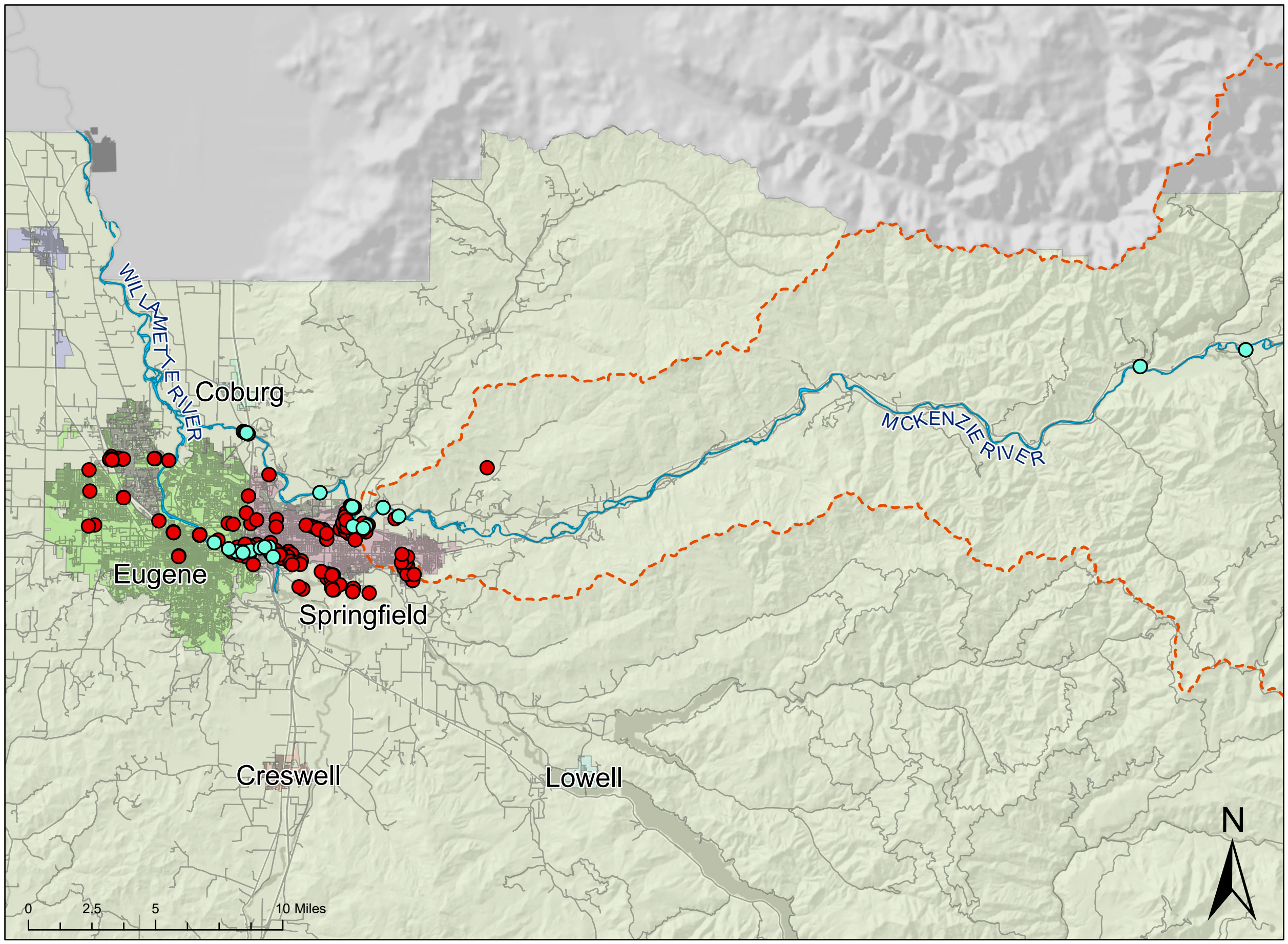
**Live Green**

**Work Green**

**Move Green**

**Lead Green**

Green Options launched in April 2022 with posts over multiple platforms, emails & media coverage.



- Summary
- Identified Locations
  - Within 100' Buffer
  - - - Drinking Water Intake
  - River
  - Roads

YEAR	TOTAL COUNT	100' BUFFER
2020	90	16
2021	83	8
2022	32	7
<b>TOTAL</b>	<b>205</b>	<b>31</b>

This map was created by the Lane Council of Governments (LCOG) GIS Services. The information on this map was derived from digital databases on LCOG's regional geographic information system. Care was taken in the creation of this map, but it is provided as 'as is'. LCOG cannot accept any responsibility for errors, omissions, or positional accuracy in the digital data or the underlying records. There are no warranties, expressed or implied, accompanying this product. However, notification of any errors will be appreciated.

# Illegal Camping Report - Totals Summary





### International Paper

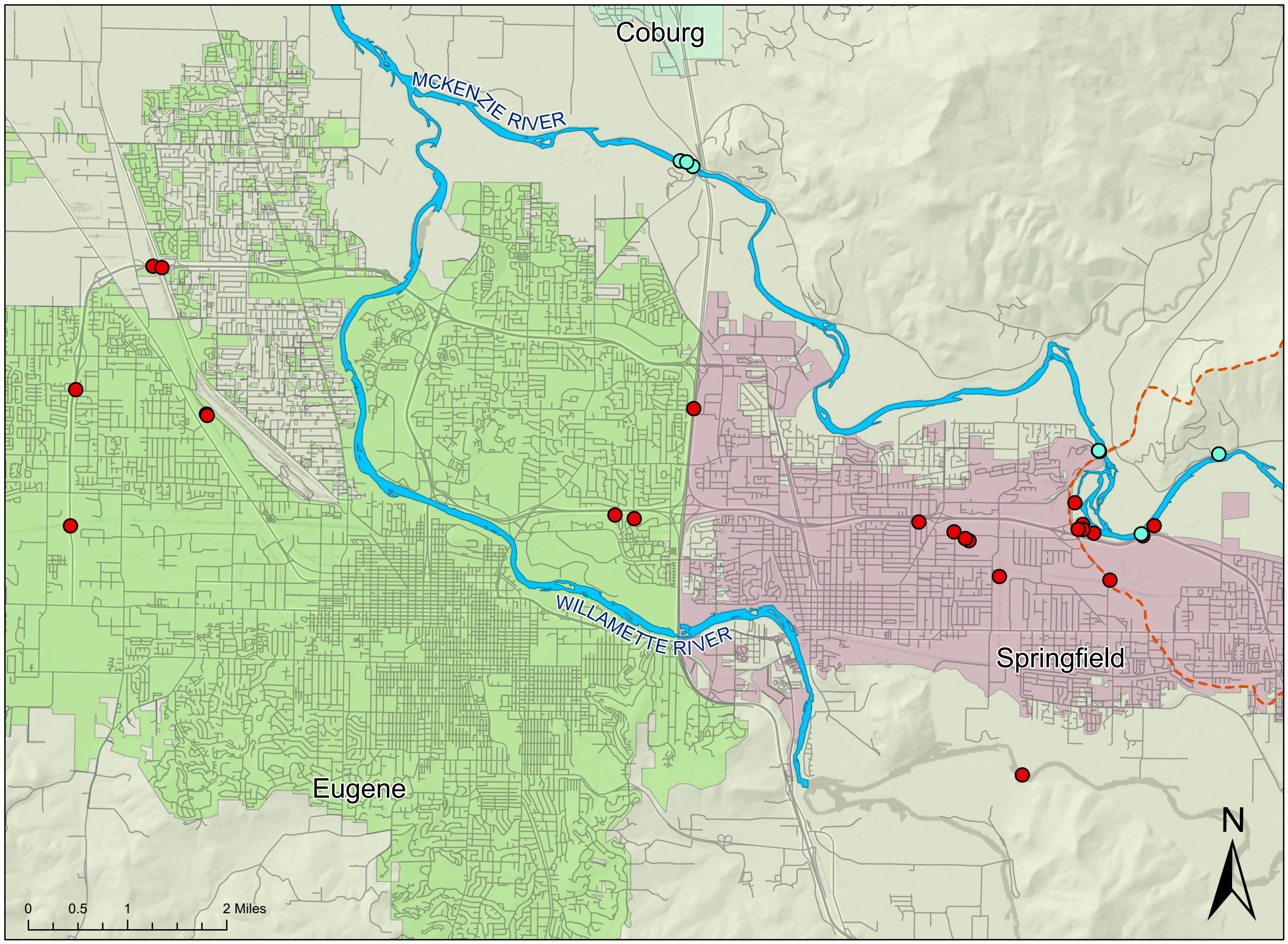
- Identified Locations
- Within 100' Buffer
- - - Drinking Water Intake
- Roads
- International Paper

YEAR	TOTAL COUNT	100' BUFFER
2020	6	6
2021	1	1
2022	2	1
<b>TOTAL</b>	<b>9</b>	<b>8</b>

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# Illegal Camping Report - International Paper





**2022**

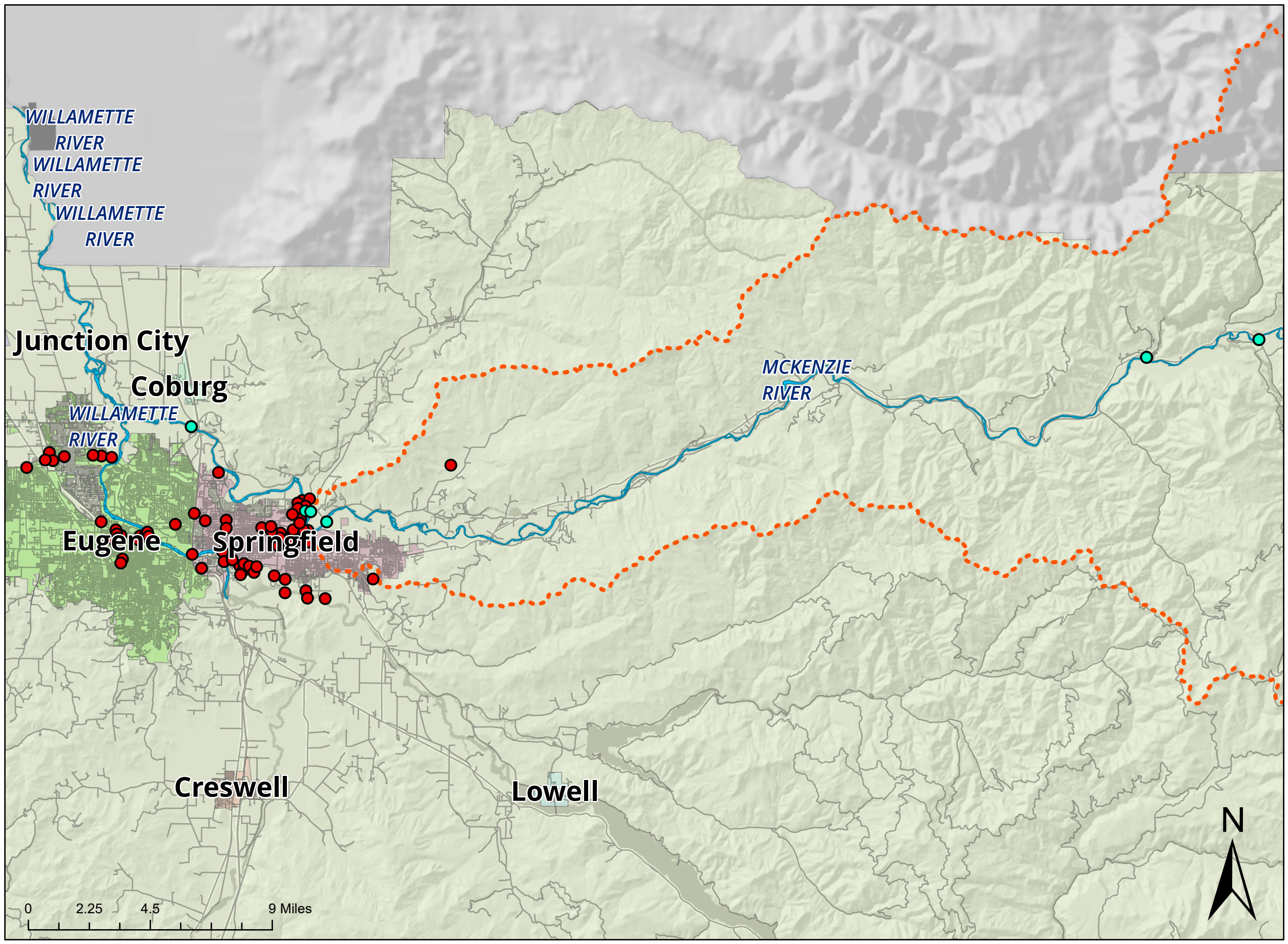
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# Illegal Camping Report - 2022





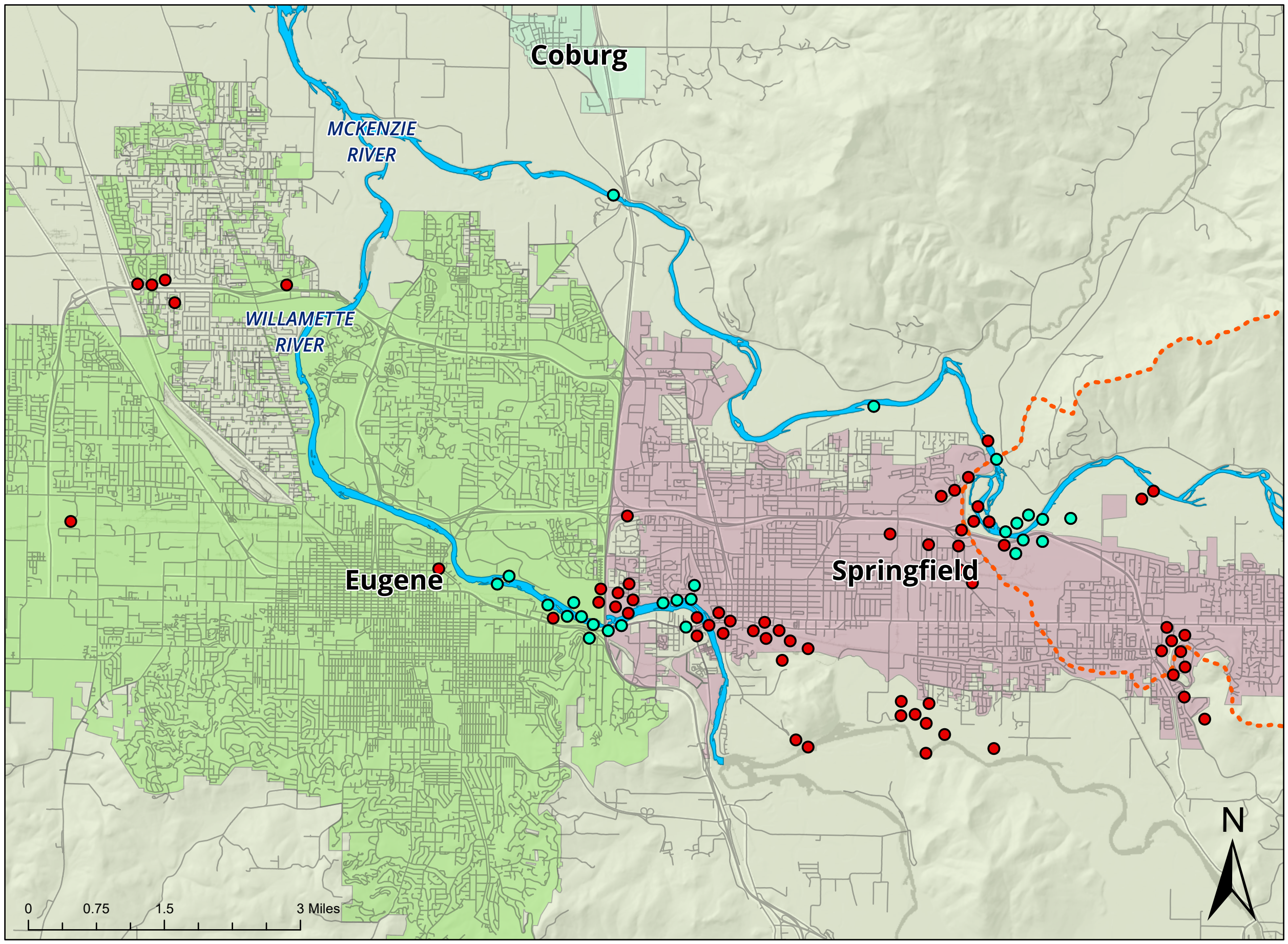
- 2021
- Identified Locations
  - Within 100' Buffer
  - - - Drinking Water Intake
  - Roads
  - River

YEAR	TOTAL COUNT	100' BUFFER
2020	90	16
<b>2021</b>	<b>83</b>	<b>8</b>
2022	26	2
<b>TOTAL</b>	<b>199</b>	<b>26</b>

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# Illegal Camping Report - 2021





- 2020
- Identified Locations
  - Within 100' Buffer
  - - - Drinking Water Intake
  - Roads
  - River

YEAR	TOTAL COUNT	100' BUFFER
2020	90	16
2021	83	8
2022	26	2
<b>TOTAL</b>	<b>199</b>	<b>26</b>

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# Illegal Camping Report - 2020

