



McKenzie Valley Customer Appreciation Dinner MAY 23, 2024



Communicating through the changes to come



Welcome!



INTRODUCTIONS

What is your role - your personal mission statement - in our shared work to protect the McKenzie River and serve the community?

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RAPID CHANGES

We've faced big challenges in the past several years, including wildfires, ice storms, and EWEB's first Public Safety Power Shutoff.

How do you typically get information like road closures or power outages during emergencies? How did you get outage updates and stay informed during the ice storm?

How can EWEB diversify its communications to reach your family during prolonged power outages?



SLOW CHANGES

What are your primary concerns with decommissioning the Leaburg Hydroelectric Project?

In what areas can EWEB support the community through this transition?

How would you like EWEB to communicate through this process?

REPORT OUT

What are some remaining questions from your table?

What are ideas you'd like to share with the group?

EWEB's Mission & Commissioners

The Eugene Water & Electric Board, founded in 1911, is Oregon's largest public utility. Our mission is to enhance our community's vitality by delivering drinking water and electric services consistent with the values of our customer-owners. Our vision is to do so while being a local utility that inspires our customers to invest in and rely on us.

OUR CORE VALUES:

- SAFE: We value the safety, physical and psychological wellness, of our workforce and the public, the security and integrity of cyber assets and data, and the protection of our customers' assets.
- RELIABLE: We value the ongoing continuous on-demand delivery of drinking water and electricity, and the dependability of our response to our customers.
- AFFORDABLE: We value and respect our customer-owners' financial resources by making wise investments and controlling costs and rates.
- ENVIRONMENTAL: We value the prudent and sustainable stewardship of the environment and natural resources, including preserving our watershed, and our role in reducing the greenhouse gases contributing to Climate Change.
- COMMUNITY/CULTURE: We value a culture of intentional actions and outcomes, continuous improvement, diverse perspectives, that is trustworthy, respectful, equitable, and inclusive to employees and community members. We are dedicated to our public service, professions, local governance, and commitment to serve our community honestly and with integrity.



PRESIDENT MATT MCRAE Serving since 2021



VICE PRESIDENT JOHN BAROFSKY Serving since 2021



COMMISSIONER JOHN BROWN Serving since 2007



COMMISSIONER SONYA CARLSON Serving since 2017



COMMISSIONER MINDY SCHLOSSBERG Serving since 2019



What is your role - your personal mission statement in our shared work to protect the McKenzie River and serve this community?

Caring for the McKenzie River

EWEB's Drinking Water Source Protection (DWSP) Team monitors and protects water quality, implements proactive strategies that reduce water treatment costs, and promotes public awareness and stewardship through targeted actions and programs.

MONITORING THROUGHOUT THE WATERSHED



The DWSP team tests the water quality from dozens of locations throughout the watershed. Routine sampling

proves the baseline water quality of the McKenzie River is consistently outstanding, with cold, clear water and very low levels of impurities.

EWEB's 2023 State of the McKenzie Watershed Report shows that the growing threats to the watershed's health have been more impactful than in previous years, primarily for short periods of time following heavy rains that wash contaminants into waterways.

"We're seeing exactly what we expected following the Holiday Farm Fire, in terms of water quality impacts," says EWEB Water Resources Supervisor Susan Fricke. "We're in the window after a stand-replacing fire when the death of root structures peaks, leads to landslides that can foul up waterways. So far, we've actually had less of a water quality impact from erosion than we originally anticipated."

EMPOWERING STEWARDSHIP: PURE WATER PARTNERS



Pure Water Partners (PWP) is a collaboration of local organizations, and, most importantly, landowners like you, whose properties are adjacent to our critical water sources. Together, through this community effort, we are taking positive steps to maintain pure water today and into the future.

This program depends on landowners' voluntary participation, and we want to make it as easy as possible for you to join your neighbors. The Partnership rewards land stewardship that protects water quality and provides incentives for restoration efforts that improve the ecological health of the entire watershed.

PARTNERING TO IMPROVE LONG-TERM RESILIENCY

EWEB is part of a network of dozens of governmental, private, and non-profit organizations devoted to protecting the McKenzie for generations to come.

In 2023, EWEB celebrated the completion of the Finn Rock Reach Floodplain Enhancement Project with the McKenzie River Trust and Willamette National Forest. The project restored 400 acres of wetlands, creating space to slow floodwaters and allow contaminants to drop out rather than flow downstream.

The strategy is to restore the McKenzie's natural water quality maintenance regimes. EWEB is partnering with the McKenzie Watershed Council to create a similar natural floodplain filter at Quartz Creek – another heavily impacted tributary.

REDUCING SEPTIC POLLUTION



EWEB is also partnering with Lane County, Business Oregon, the Department of Environmental Quality, and others to distribute up to \$3 million in septic system assistance grant funds from the American Rescue Plan Act.

Eligible landowners may qualify for up to \$35,000 but actual grant amounts will be based on multiple factors (income, type of septic system, funding from other sources, etc.)

Septic grant funding needs to be allocated by the end of the year, so interested McKenzie landowners upstream of Hayden Bridge should visit eweb.org/septic for more information.

Are you 14 days ready?



It can be daunting to get prepared to face every emergency. EWEB can help. Join our Pledge to Prepare program for a step-by-step guide to be ready for any emergency with 14 days of supplies for self-sufficient survival.



2024 Ice Storm - Executive Summary

This report summarizes the Eugene Water & Electric Board's (EWEB) performance in response to the January 2024 Ice Storm and the impacts of the storm, both to the community and EWEB's electrical infrastructure.

A heavy accumulation of ice in the middle of January 2024 caused devastating damage throughout EWEB's service territory. The storm resulted in power outages, affecting more than 38,000 electric services, primarily homes and businesses. EWEB's territory has a population of about 180,000, with 95,000 electric services.

The cost of the restoration effort totaled more than \$8 million (not including two transmission line rebuilds required following the completion of customer restorations). Since the President declared the ice storm an emergency, EWEB is applying for reimbursement from the Federal Emergency Management Agency (FEMA) to recover a portion of the costs.

Following the 2016 Ice Storm, EWEB has focused on emergency preparedness and disaster recovery as a strategic priority, with emphasis on enhancing customer trust and confidence in EWEB during disruptive events, such as a large storm. Changes to EWEB's restoration procedures following widespread outages have centered on improving the flow of internal communication, paving the way for efficiency gains in the restoration process, as well as providing customers with relevant and timely information through a public-facing outage map, news, and social media releases.

Building on the lessons learned from the 2016 Ice Storm, the 2019 Snow Storm, and with the utility's continued focus on emergency preparedness and disaster recovery, **EWEB was able to restore approximately 97% of customers within seven days with a similar**

number of crews as in 2019 and fewer than half the field crews dispatched in the 2016 storm.

The January 2024 Ice Storm provided another opportunity to implement those processes and procedures and with new employees, which EWEB will continue to evaluate and refine in the pursuit of delivering exceptional customer service during emergency situations.



	2016	2019	2024	
Days in ICS	9	9	17	
Number of Line/Tree Crews	32/14	15/10	17/11	
EWEB Staff	200	300	305	
Injuries/Number of Recordables	5/1	6/0	11/1	
Estimated Cost (millions)	\$4.2	\$3.5	\$8	

Days 1-3 (Jan. 13-15): Initial Storm Outages

Isolated outages began Saturday, Jan. 13, with approximately 2,100 customers losing power in the upriver service territory, primarily east of Thurston (Hayden Bridge feeder 2406, Holden Creek-Carmen Line, and Walterville 12kV). At approximately 0906, the 115kV feed from Holden Creek Substation to Carmen Substation tripped due to a fault, resulting in an outage to Blue River customers, the Army Corps of Engineers Cougar Power Plant and EWEB's Carmen-Smith Hydroelectric Project. This line remained out of service for six days due to restricted access and the impending second Ice Storm which created further hazardous conditions. EWEB's Carmen-Smith Hydroelectric Project went offline and was islanding. The freezing temperatures continued to hold over the next two days. Numerous tree limbs came into contact with cable and secondary lines were damaged from falling trees.

On Sunday, Jan. 14, approximately 3,500 customers were out of power. In addition to upriver outages, dozens of scattered outages were reported in town, with a large one (1,200 customers) at the Hilyard substation. EWEB troubleshooters and crews were able to begin the hierarchy of repair, making safe and maintaining critical response while continuing to make progress on customer restorations.

On Monday, Jan. 15, approximately 5,100 customers were without power. Upriver, transmission lines were still down. Conditions remained too hazardous to travel there and even assess the damage, and downed trees resulted in unpassable roads. So, crews continued to make progress in town. In the meantime, staff prepared for upriver restoration work by procuring resources (poles, transformers, wires, etc.), onboarding contract crews, and developing an upriver staging area for efficient deployment. The weather forecast called for a second storm of freezing rain on Tuesday, with temperatures warming in the afternoon.



ACTIVITIES ACCOMPLISHED

- Thursday, Jan. 11: ICS Activated
- Saturday, Jan. 13: Carmen air switch freed for operation
- Sunday, Jan. 14: 1,947 services restored
- Monday, Jan. 15: 4,477 services restored

MAKE SAFE STAGE: During the first few days of the back-to-back storms, crews primarily focused on making electrical facilities safe and de-energizing and removing downed wire rather than on restoration of power. This reduced risk to the public of electrical contact and increased access allowing for assessments and the necessary repairs to follow. Downed wire reports came in from the general public, assessment crews and local agencies. During this time, the Liaison office coordinated with Lane County area public entities, including police and fire, to gather additional reports of downed wires.

Days 4-6 (Jan. 16-18): Outages Peak After Second Storm

As forecasted, the freezing rain caused another significant round of outages overnight. While EWEB worked to restore power for thousands of customers over the past few days, the damage sustained in the last 24 hours was a setback for the progress previously made. Power outages peaked at 24,000 on Wednesday morning.

From Wednesday on, temperatures rose above freezing and the ice began to melt. Road and safety conditions improved. All six EWEB Crews and five contract crews begin restoration following the hierarchy of repair, focusing on transmission line restoration and clearing unsafe conditions.

Hayden Bridge Water Treatment Facility lost service again and was operating on diesel backup generation. Crews continued to dispatch fuel to both that facility and to the lower McKenzie River dams that were still operating on backup power. Wednesday evening, the Carmen line was cleared and ready for connection to BPA, with the site running on station service from the Carmen units.

At the start of each day, all crews gathered for a safety and strategy briefing that focused on current hazards and confirmed restoration strategy. Crews worked a consistent shift of 16 hours on and 8 hours off and were dispatched daily by 0700 with work packets to determine the day's scope of work. In the initial days after the second storm, crew efforts focused on restoring outages in the metro Eugene area while upriver customers were advised it could take up to a week before they saw power restored due to transmission line outages and accessibility constraints.

FOCUS ON SAFETY

Throughout the event, safety was a top priority. Safety staff observed work in the field to confirm staff personal protective equipment usage, staff wellness and conducted hazard assessments resulting in additional safety recommendations. From Jan. 13 to Jan. 27, 36 safety incidents were reported. Of those, five pertained to mutual aid partners/contractors. Nearly all these incidents were related to working conditions associated with snow and ice (such as slips and falls).

ACTIVITIES ACCOMPLISHED

- Tuesday, Jan. 16: 2,837 services restored
- Wednesday, Jan. 17: 11,809 services restored

OUTAGES AND RESTORATIONS AS OF 1:05 A.M. ON







Days 7-11 (Jan. 19-23): Upriver Restoration

On Friday, Jan. 19, the Bonneville Power Administration (BPA) reenergized power lines the federal agency owns in the McKenzie Valley. That progress allowed EWEB crews on Thursday to restore power

to EWEB's Holden Substation, which feeds customers from approximately the town of Walterville to Vida. And that restoration, in turn, allowed for Friday's big push upriver to repair and restore EWEB customers' power. Some areas took longer to reach due to coordination with other agencies to clear roads before staff could assess damage and make repairs.

On Friday and Saturday, the majority of EWEB crews and six contract crews focused restoration efforts on the Camp Creek, Deerhorn, Thurston and Walterville areas. A few EWEB crews began work in Eugene on single service restorations. By Sunday, less than 2,700 customers remained without power.

In areas like Deerhorn and Cedar Flats, the damage was so extensive that EWEB had to wait for other agencies to provide access. Some of these areas saw widespread stretches of poles broken due to ice and trees, but crews were prepared with the equipment and resources to make repairs. Customers in these areas were told to expect a few more days before an estimated time of restoration. It was challenging for crews to provide estimated restoration times for customers in the lower McKenzie Valley because of the extensive damage to electric equipment in those areas.

ACTIVITIES ACCOMPLISHED

- Friday, Jan. 19: 3,515 services restored
- Saturday, Jan. 20: 3,040 services restored
- Sunday, Jan. 21: 3,255 services restored
- Monday, Jan. 22: 2,727 services restored
- Tuesday, Jan. 23: 218 services restored



HIERARCHY OF REPAIR

EWEB follows a "hierarchy of repair" when restoring power after major outages. This system is used throughout the utility industry to get power turned on the fastest to the highest number of people.

The order of priority means first making safe any situation that poses a threat to public safety, such as ensuring downed powerlines are not sparking and critical facilities such as hospitals have power. After that, crews begin repairing downed transmission and distribution lines that will restore power to the greatest number of people, then focus on repairing lines that serve fewer customers.

For example, repairing one large transmission line can restore power to thousands of customers, while repairing a small "tap" line that serves a few people in a neighborhood is often more time consuming. The repair of the individual service line that provides power to a single home is often last on the restoration priority list.

The damage sustained at the service line is the most time-consuming to repair. A crew might spend the same amount of time restoring power to a few customers as it takes to restore power to several hundred customers.

Days 12-16 (Jan. 24-27): Restoration, Repair and Stand Down

On Wednesday, Jan. 24, 1,000 customers remained without power and restoration response upriver continued, especially in the Deerhorn, Cedar Flats, and Camp Creek areas. Nearly 20 linemen and 15 support staff worked dedicated to the Deerhorn area replacing dozens of damaged power poles. In addition to poles, crews replaced above or below-ground transformers that were damaged and miles of feeder lines. Due to the tight roadways and terrain, there was a limit to the number of staff, equipment, and trucks that could occupy that area safely, and all available resources were invested to a safe capacity. On Wednesday, 12 crews worked in the lower McKenzie, and repairs to the Walterville main feeder line restored power to more than 200 customers. The remaining 2-person crews made significant progress restoring single-service damages in the metro Eugene area, where customers had already engaged an electrician to complete customer-side repairs.

Thursday night and through Friday, crews made significant progress on Camp Creek and Deerhorn. Power had been substantially restored on Camp Creek and the Deerhorn area was energized up to and including Booth Kelly Road. The majority of outages in the Deerhorn and Cedar Flat areas were restored by Saturday afternoon.

When work was deemed manageable by internal crews and normal operation support personnel, contract crews were released. EWEB stood down ICS on Sunday, Jan. 28 at 0600. At that time, fewer than 400 electric services remained out of power. Most of the remaining restorations involved single-service incidents where an electrician was needed for repairs before reconnection. Single premise restorations are often labor and time intensive. Restorations of single services continued for nearly two months following ICS deactivation.

ACTIVITIES ACCOMPLISHED

- Wednesday, Jan. 24: 645 services restored
- Thursday, Jan. 25: 460 services restored
- Friday, Jan. 26: 136 services restored
- Sunday, Jan. 28: ICS deactivation







432.405 Outage map views

34.078 Power Outages Page Views

WEB estimates one week to con

4.305 Newsroom story page views



We've faced big challenges in the past several years, including wildfires, ice storms, and EWEB's first **Public Safety Power** Shutoff.

How do you typically get information like road closures or power outages during emergencies? How did you get outage updates and stay informed during the ice storm?

How can EWEB diversify its communications to reach your family during prolonged power outages?



EWEB expects Walterville Canal outage to last through the summer.

EWEB dewatered the Walterville Canal on February 27 following an unexpected increase of water seeping through the canal near the Walterville Powerhouse.

The issue of water seeping through the 110-year-old canal's earthen embankment is not new. EWEB and the Federal Energy Regulatory Commission (FERC) have been aware of the seepage at this location for several years, and EWEB installed several devices for continuous monitoring of the seepage.

EWEB Generation staff have inspected the canal and determined we need more information to identify the cause of the spike in seepage. We are working with a geotechnical engineering consultant to develop plans for further investigation.

At this point, we are trying to restore operation as soon as reasonably possible.

This will require a repair plan, FERC approval of the plan, contracts for the work, and time to implement the plan. This may take months, however, and staff anticipates the canal will be dewatered through the summer.

We know this outage is a major inconvenience for people who draw irrigation water from the canal. We appreciate your patience as we work through the dam safety issues so we can resolve them and be certain of minimizing risk when we begin generating power again.



Many irrigators draw water from the Walterville Canal.



Walterville Canal Forebay and Powerhouse, 1940



Walterville Canal Forebay, 2024

Update - Leaburg Dam Road Bridge

EWEB IS NOT THE AUTHORITY ON TRANSPORTATION

When EWEB announced the decision to decommission the Leaburg Project, we suggested that a road could be constructed to connect Leaburg Dam Road with Leashore Drive to route traffic over Goodpasture Bridge.

While it is a suggested potential option, the proposal is not the final decision. Furthermore, it is not fully up to EWEB to decide.

WHAT ARE THE OPTIONS?

EWEB is collaborating with Lane County to hire a consultant to identify options and assess the feasibility, anticipated costs, and the potential environmental and social impacts of various options, including:

- modifying the existing dam structures to serve as a bridge only.
- connecting Leaburg Dam Road to an improved Leashore Drive and Goodpasture Road.
- building a new bridge to replace the Leaburg Dam Road bridge.
- other options as identified and found to be feasible.

NEXT STEPS

The Request for Proposals for consultants to help with the transportation alternatives study is actively receiving bids and closes next week.

The RFP directs the chosen consultant to present preliminary findings to the public by March of 2025 and to submit their final proposal in August of 2025.

PRIORITY PROJECT

Over the next decade, we will be conducting studies and collecting data to develop our plan to decommission the Leaburg Project. A transportation solution is a priority, as we know how important it is to the community. Thank you for your patience as we further study this issue.



Leaburg Decommissioning Action Plan

EWEB Commissioners voted to decommission the Leaburg Hydroelectric Project on January 3, 2023. Years of studies into dam safety and engineering possibilities, the costs and rate impacts of multiple proposals, and evaluating the environmental impacts of retiring the facility vs. investing in future power generation informed their decision.

During the evaluation, EWEB customers provided input at more than 20 public outreach events and through a survey on social impacts.

The investigation concluded that fixing the dam safety issues that shut down the project would cost an estimated \$250M. With such high costs and future risks and uncertainties to generate electricity at the project, investing in its future generation would be an irresponsible use of EWEB customer funds for several reasons:

1. Cost of return to service (\$250M) vs. purchasing market power.

EWEB would not recuperate such an investment, locking customers into over-paying for electricity for at least 40 years.

2. Protecting against future liability risks.

Even with a \$250M investment to return to service, there would still be potential public safety risks and negative impacts to the McKenzie River.

3. Uncertain generation potential due to regulations and climate.

Diminishing snowpacks and stricter fisheries regulations make water availability uncertain, decreasing any likelihood of a return on investment.

4. Alignment with customer values (reduce costs, preserve water quality, environmental stewardship).

EWEB customers prefer keeping rates as low as possible and for EWEB to choose environmentally responsible deicisons, as indicated in customer satisfaction surveys and in the survey about the Leaburg project.

Commissioners directed the General Manager to develop a Leaburg Hydroelectric Project Decommissioning Action Plan (LDAP). The LDAP will guide EWEB through the required studies, regulatory processes, stakeholder engagement, and permitting needed to decommission the project. The LDAP will also determine a framework for how the Board can provide oversight on decommissioning.

The LDAP describes EWEB's proposed process to the Federal Energy Regulatory Commission (FERC). EWEB plans to amend the license for the Leaburg and Walterville projects to change the following:

- Address FERC dam safety directives to resolve identified risks with the remaining portions of Leaburg Canal.
- Remove Leaburg Dam and return the McKenzie River to free-flowing waterway.
- Remove parts of Leaburg Canal and reconnect some of the tributaries intercepted by the canal back to the McKenzie River.
- Remove Leaburg Development from FERC license.

The timeline for decommissioning the project is on the next page. It includes three main initiatives:

1. Near-term Risk Reduction Measures to address the immediate dam safety concerns.

2. Leaburg Project Decommissioning Actions, including years of studies to fully understand the impacts on the river and community, and refining design concepts for decommissioning.

3. Completing the Walterville Strategic Evaluation to determine the future of the Walterville Hydroelectric Project after the license expires in 2040.



LDAP: Developing Common Understanding

MISCONCEPTIONS

The dam safety issue is with the Leaburg Canal, so EWEB can decommission the Leaburg Project without removing the Leaburg Dam.

EWEB has decided to connect Leaburg Dam Road to Leashore Drive to send traffic over Goodpasture Bridge.

EWEB forecasts a need for more electricity and therefore should restore the Leaburg Project.

The Leaburg Project could provide electricity during emergencies.

There is asbestos in the cement of the Leaburg Dam and decommissioning the dam will release asbestos into the river.

BEST INFORMATION BASED ON OUR UNDERSTANDING

The purpose of the Leaburg Dam is to divert water into the Leaburg

Canal for electricity generation. Without that benefit, the maintenance costs and negative environmental impacts are not justified. Removing the dam will also reduce risks, and improve water quality for our customers and the river. EWEB does not have the sole authority to make transportation decisions. EWEB is working with transportation authorities including Lane County to assess the economic, environmental and social impacts of each proposed alternative to resolve the issue. EWEB can purchase less expensive, carbon-free energy elsewhere. Under ideal conditions, over the length of a 40-year license, investing in Leaburg would cost \$117/MWh. That costs three times more than electricity EWEB purchases from Bonneville Power Administration (\$33/MWh), for example, and there are many other low-cost options. The Leaburg Project cannot be turned off and on easily - even if it were safe to operate. During recent emergencies, such as the 2023 Lookout Fire and 2024 ice storm, electricity market prices were elevated due to the increased region-wide demands for cooling/heating and the constraints on hydropower production and electricity transmission. In

both cases, the Leaburg Project would also have been shut down. River levels were too low during the Lookout Fire and the transmission lines were down during the ice storm. When we'd most benefit from owned generation, the project would likely not be available.

EWEB has no records of asbestos in the cement. The cement was mixed on-site in 1929 by George Bokevitch, who does not mention anything about adding asbestos in his notes. A fire-retardant, asbestos was not needed for the cement structure in the river. Before deconstructing the Leaburg Dam, EWEB will test for all sorts of potential contaminants and will be required to contain all materials from mixing into the McKenzie River.

THE TRIPLE BOTTOM LINE

- Economic Bottom Line: The cost to return-to-service would be \$250M and EWEB customers would not recuperate such an investment.
- **Environmental Bottom Line: Overall,** the Leaburg Project negatively impacts the water quality and fish populations of the McKenzie River. Leaburg Lake and Canal cause water temperatures to increase. Leaburg Dam interferes with fish passage. These impacts were accepted tradeoffs for the benefit of generating electricity, but are unmerited without that primary benefit.
- Social Bottom Line: The project in its current state poses a public safety risk. EWEB's responsibility is to prevent damage or harm to the Leaburg community. The community will be heavily impacted through the decommissioning process, including bearing through the changes to Leaburg Lake and enduring construction noise and traffic delays.





EWEB will apply to FERC to amend the license that governs the Leaburg and Walterville projects. FERC will want to see a decommissioning plan describing how EWEB intends to responsibly retire the various facilities and components of the Leaburg Project. EWEB will include an explanation of the methods and work activities necessary for decommissioning and measures to avoid and minimize negative impacts from decommissioning activities.

Throughout the decommissioning work, EWEB will comply with the FERCregulated three-stage consultation process:

THREE-STAGE CONSULTATION PROCESS



Topic 3

EWEB is committed to working with the community and our partners to reduce the impacts of decommissioning the Leaburg Hydroelectric **Project.**

At this point, what are you concerned about with decommissioning the project?

In what areas can EWEB support the community through this transition?

How would you like EWEB to communicate through this process?







Public Safety Power Shutoff (PSPS) Enhanced Support Program

Do you or a loved one rely on electricity to keep medications cold or to use life-sustaining medical equipment or mobility devices? If so, it's important to have an emergency plan in place for a planned or unexpected power outage.

We know that no one likes to lose power, and power outages during the heat of summer and wildfire season can create a different set of challenges for residents. This is especially true for customers who rely on electricity for medications, medical equipment, and mobility devices. That's why we're offering enhanced support for customers who may need additional assistance during a summer outage, such as a Public Safety Power Shutoff or PSPS.

A PSPS is an operational practice EWEB may use to preemptively shut off power to reduce wildfire risks during extreme and potentially dangerous weather conditions.

Sign up for the PSPS Enhanced Support Program so we can support you with:

• Direct phone call notification 24-48 hours ahead of a Public Safety Power Shutoff (PSPS).

• Coordination with helping agencies and emergency services for critical unmet needs.

Who's eligible for this program?

• Customers with medical equipment or a medical need for electricity (such as a fridge for insulin).

• Customers who have significant health risks and mobility constraints.

The PSPS Enhanced Support Program does not

mean your power is restored first in an outage, so it's important to have an emergency power outage plan in place.

Wildfire Community Grants

In June 2023, Oregon was awarded nearly \$20M in federal funding for the Grid Resilience State and Tribal Formula Grants program. Public utilities like EWEB are eligible to apply for grants that improve electric infrastructure to reduce power outages from natural hazards like wildfire.

Oregon Department Of Energy will give priority funding to projects that generate the greatest community benefit in providing clean, affordable, and reliable energy. EWEB invites you to share your ideas for specific grid improvements such as problem locations to help us with our grant proposal. Submit your feedback by emailing resiliencyemergencymgmt@eweb.org and signup for the Emergency Alerts and Preparedness e-newsletter for frequent program updates.



Conclusions & Follow-ups

Please use this space to make notes and collect contact information to follow up on your questions. You may also share your questions and leave your information with a staff member.