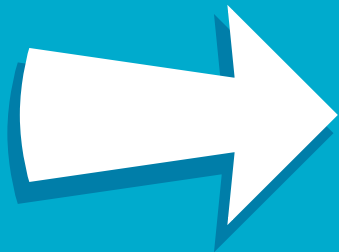
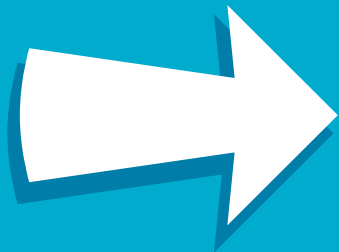


EPUD's new rate structure may affect your monthly bill



New tiered pricing gives you more control over your bills



Promotes conservation and energy efficiency

DETAILS INSIDE ▶

QUESTIONS? We can help.



541-746-1583
CustomerService@epud.org

See back page for information on our energy efficiency incentives and low income energy assistance program. Go to www.epud.org for additional details.

EPUD has restructured its residential rates, effective April 1, 2017.

The restructure includes an overall 3 percent rate increase; however, approximately half of Emerald's residential customers will see their electric bills slightly decrease.¹

Customers who use less than 1,800 kWh per month will see reduced bills (when compared to same usage at Emerald's current residential rates).

How it works

1. The monthly electric system charge will increase to \$26.75.

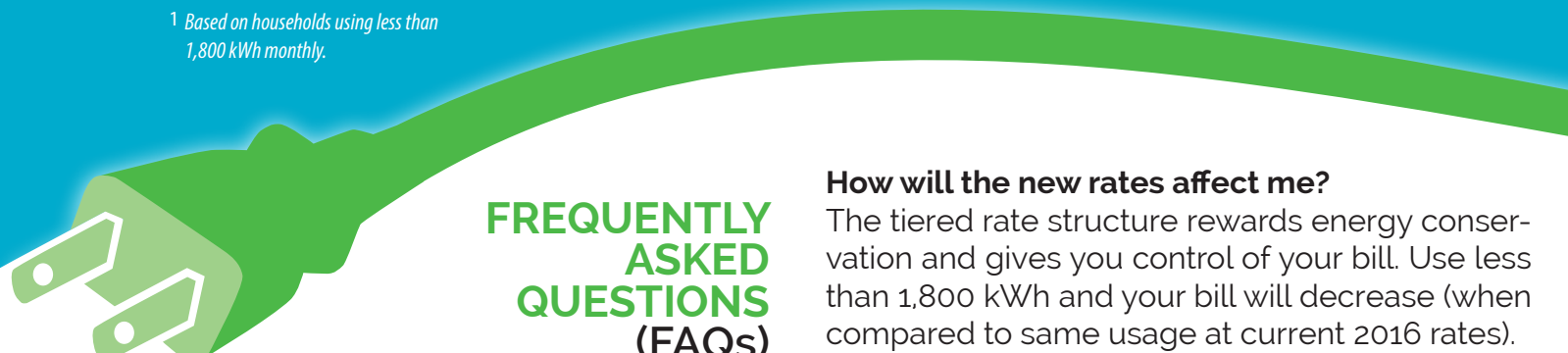
The electric system charge is designed to cover fixed costs, which are expenses EPUD incurs regardless of how much energy you consume. Examples include the cost of maintaining power lines and the overall electric distribution system, meter reading, and billing. These items are all necessary in order for EPUD to deliver power to you at the flip of a switch.

2. Energy usage will be billed using tiered pricing.

Energy usage charges account for the amount of electricity you used that month. There are 3 tiers, or levels of usage, and each level has its own rate. They are:

- a. **For usage of 1 to 600 kWh, the cost is \$0.0696 per kWh.** This is a 1 cent reduction to EPUD's current rate.
- b. **For usage of 601 to 1,800 kWh, the cost is \$0.0796.** This is EPUD's current rate.
- c. **For usage of 1,801 kWh and above, the cost is \$0.1089.** This is an increase of \$0.0293 per kWh which applies only to usage over 1,800 kWh per month.

¹ Based on households using less than 1,800 kWh monthly.



FREQUENTLY ASKED QUESTIONS (FAQs)

How was the rate change decided?

A citizens advisory committee worked with EPUD staff to develop a recommendation. The restructure was approved by EPUD's Board of Directors in December 2016.

Why is the rate restructure needed?

The rate restructure is needed to appropriately recover EPUD's fixed costs while maintaining an incentive for conservation.

Why change the electric system charge?

The electric system charge was increased to better align rates with the fixed costs of providing electricity. The charge works to offset expenses that exist regardless of how much energy you use.

How will the new rates affect me?

The tiered rate structure rewards energy conservation and gives you control of your bill. Use less than 1,800 kWh and your bill will decrease (when compared to same usage at current 2016 rates).

When does the rate change take effect?

The rate change begins April 1, 2017; however, you will not see the tiered pricing until you receive your May bill.

What about high winter bills? Will they go up?

With tiered rates, households using more than 1,800 kWh per month will likely see an increase, particularly during months when energy use is highest—usually in winter. For those who fall into this category, we offer programs that can help, such as free energy audits and incentives to help you improve your home's efficiency, regardless if you rent or own.

Low-income payment assistance programs are also available to qualifying households.

How will the new rates affect my bill?

See below for examples of how tiered pricing will affect varying usage levels.

EXAMPLE 1: 1,300 kWh

A typical EPUD customer uses about 1,300 kWh per month. At existing rates, the bill would be \$126.48. With the new 2017 rate structure, the bill is reduced to \$124.23.

Electric System Charge.....	\$26.75
0–600 kWh	41.76
601–1,800 kWh	55.72
1,801 kWh and higher.....	0.00
TOTAL BILL.....	\$124.23

EXAMPLE 2: 1,800 kWh

For a household that uses 1,800 kWh per month, the bill at existing rates would be \$166.28. At the new rates, it is reduced to \$164.03.

Electric System Charge.....	\$26.75
0–600 kWh	41.76
601–1,800 kWh	95.52
1,801 kWh and higher.....	0.00
TOTAL BILL.....	\$164.03

Use less than 1,800 kWh per month to save money and avoid the higher Tier 3 rate

EXAMPLE 3: 2,000 kWh

A household using 2,000 kWh per month would see a slight increase. At existing rates, the bill would be \$182.20. At the new rates, the bill would be \$185.81.

Electric System Charge.....	\$26.75
0–600 kWh	41.76
601–1,800 kWh	95.52
1,801 kWh and higher.....	21.78
TOTAL BILL.....	\$185.81

In addition to lowering bills for most customers, the tiered rate structure gives you control and promotes conservation.

With tiered rates, you control how low or high your next bill will be.

Adjust your usage habits and you also adjust your bill.



EPUD can help you save energy & money

Energy Efficiency Incentives

Emerald PUD is pleased to offer a variety of energy efficiency programs. Our programs and incentives are designed to help you save energy and money and improve your home's comfort.

In 2017, an extra \$100,000 of funding was made available to customers through Emerald's energy efficiency programs, regardless of income. Customers who do not qualify as low-income can receive higher incentives to install qualifying energy-efficient heat pumps. Incentives include interest-free financing and/or cash rebates.

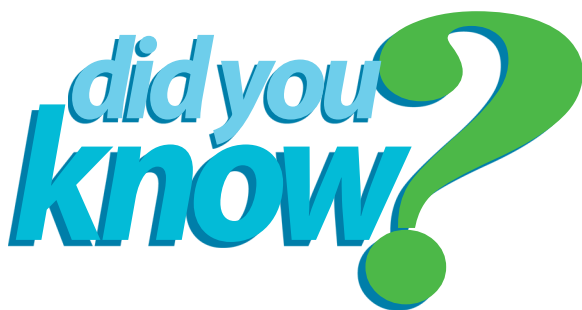
Low-income customers may receive increased incentives to improve their home's efficiency, regardless if they rent or own their home.

Funds are awarded on a first-come, first-served basis. Learn more about our programs at www.epud.org or call us at **541-746-1583**.

Low-Income Energy Assistance

We know there are times when customers want to pay their bill, but are unable due to a variety of reasons. Loss of work, family illness, emergencies, or higher than usual winter bills can all cause financial hardships.

If you are struggling to pay your utility bill, we have payment assistance programs that may be able to help. Learn more at www.epud.org or call us at **541-746-1583**.



*As a not-for-profit, public power entity, EPUD provides power to customers at cost, and raises rates only when necessary. EPUD's rates remain among the lowest in the Eugene-Springfield area, and as of April 1, 2017, residential rates will be **20% lower**² than Pacific Power.*

² Based on average use of residential customers; the average for 2016 is 1,300 kWh/month.