



Applying for EWEB Customer Care

CORONAVIRUS SAFETY

Effectively immediately, EWEB has modified Customer Care guidelines and application procedures in response to the spread of coronavirus. We will continue to evaluate the situation as it evolves and announce any additional process changes if necessary.

3 ways to apply

1. Online at eweb.org/assistance (preferred method)*
2. Call our Customer Service Team at 541-685-7000*

**The application will open (online and over the phone) on the first business day of each month on a first come, first served basis.*

3. Senior and disabled customers may apply through the mail with proof of SSI or SSDI. Print an application from our [website](#), or call EWEB Customer Service at 541-685-7000 and we will be happy to send you a printed application.

Fast Track approval

Customers who qualify for Fast Track approval will typically see the \$260 bill credit posted to their EWEB account within five business days.

How to Fast Track your application

To Fast Track your application, EWEB must have proof of income eligibility:

- **LIHEAP proof:** If you have had LIHEAP applied to your EWEB account within the past 24 months¹, you can submit your Customer Care application without additional proof of eligibility (EWEB can verify in our system).
- **Other proof:** If you haven't received LIHEAP within the past 24 months, you can Fast Track your application by attaching proof of SNAP, TANF, WIC, SSI, SSDI or unemployment² benefits when you apply.

Qualifying proof of SNAP, TANF, WIC, unemployment or SSI benefits includes:

- 1) Screenshot of your benefits in the Fresh EBT app, or
- 2) Verification of benefits letter from the awarding agency (DHS, Social Security Administration, or other)
- 3) Statement of unemployment benefits from the Oregon Employment Department or letter from employer on company letterhead²

Attach proof of benefits (screenshot, PDF file) to your Customer Care application.

Please note, LIHEAP recipients can receive Fast Track approval over the phone. However, our staff cannot accept proof of SNAP/TANF/WIC/unemployment/SSI over the phone.

¹ LIHEAP eligibility of 24 months is temporary COVID-19 response. Normal eligibility is 12 months.

² Unemployment eligibility is temporary COVID-19 response.

What is Fresh EBT?

Fresh EBT is a free smart phone app for Oregon Trail Card holders. With the app you can:

- Check your EBT balance
- Save money with coupons
- Explore job postings

Learn more about Fresh EBT at <https://www.freshebt.com/>.

Standard Track approval continues to be available

If you haven't received LIHEAP or don't have proof of SNAP, TANF, WIC, unemployment or SSI benefits, you can still apply for Customer Care. However, you will not be able to take advantage of Fast Track approval.

After submitting your Customer Care application, you will receive a call from Catholic Community Services or Campbell Community Center to complete the income verification process. The agency may require in-person, mail-in, drop-off or email submission of documents to process your application. They will contact you with details. It may take up to 2 weeks to receive a call, and an additional 1-2 weeks to complete the process and receive the \$260 bill credit.