



## Applying for EWEB Customer Care

### 3 ways to apply

- Online at [eweb.org/assistance](http://eweb.org/assistance)
- Call our Customer Service Team at 541-685-7000
- Visit our Service Lobby at 500 E. 4<sup>th</sup> Ave.

### **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**

If you have had LIHEAP applied to your EWEB account within the past 365 days, your application will be automatically approved for Fast Track processing without any additional documentation. LIHEAP customers are still required to apply for the ECC program.

If not, you can Fast Track your application by attaching proof of SNAP, TANF, or WIC benefits when you apply.

Qualifying proof of benefits includes:

- 1) Screenshot of your benefits in the Fresh EBT app, or
- 2) Verification of Oregon Benefits letter from the awarding agency (DHS or other)

If you prefer to visit our Service Lobby, be sure to bring your qualifying documentation.

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

### **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 or WIC 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 online, in-person or over the phone, you will receive a call from Catholic Community Services or Campbell Community Center to schedule an in-person income-verification appointment. Depending on the volume of applications, it may take up to 2 weeks to receive a call for scheduling, and an additional 1-2 weeks to complete the process and receive the \$260 bill credit.