EWEB Customer Care assistance (ECC) is available once per calendar year, to current EWEB customers. If your EWEB account is closed with a credit balance from any EWEB bill assistance program, this credit balance will be applied back to the ECC program and not refunded to you. ECC may be applied to any charges due and owing which include the following:

- EWEB electric and water services
- Budget Billing payment amounts
- EWEB loan payments
- Utility Service charges
- City of Eugene Stormwater and wastewater services

ECC funds CANNOT be used for account deposits. Customers who owe a deposit on their EWEB bill must pay the deposit as scheduled by EWEB.

ECC applications may be denied if any of the following occurs:

- EWEB account is closed or a voluntary disconnect is scheduled when seeking assistance.
- Abusive behavior toward EWEB.
- Tampering with any EWEB property or any evidence of fraud.