



## 2016/2017 EWEB Customer Care Job Loss Assistance

A one-time \$200 per program year Customer Care payment to active EWEB Account holder, and/or Legal Spouse or Legal Domestic Partner as listed on EWEB account. Customer must meet Program Eligibility Requirements. **Effective 10/01/16 until funding is depleted or 09/30/2017, whichever occurs first.**

Customer Name Spouse / Legal Domestic Partner \_\_\_\_\_

Address \_\_\_\_\_

Phone Number \_\_\_\_\_

EWEB Account Number \_\_\_\_\_

Customer Email Address \_\_\_\_\_

Date of Current Unemployment Evidence: \_\_\_\_\_

**Customers must provide one of the following, showing evidence of eligible applicant having an Unemployment Insurance deposit within last 14 days. Proof of unemployment MUST include recipient's name:**

1. Unemployment statement
2. Bank statement
3. Credit card statement

\$200 assistance will be noted on your account within 10 to 15 business days, following EWEB approval. By accepting the 2015 EWEB Job Loss Assistance, customer agrees to all EWEB Customer Care Policy and Procedures. If the application is denied, EWEB's Customer Care Department will respond via Email or U.S. Mail. **The next eligible date to receive any funds from EWEB Customer Care Program is Oct. 1, 2017.**

**Funds are not available if the following occurs:**

1. A EWEB Customer Care (ECC) assistance payment has been received during the current program year.
  2. EWEB account is closed or a voluntary disconnect is scheduled when seeking assistance.
  3. Abusive behavior toward EWEB, or its affiliate staff.
  4. Tampering with any EWEB property or any evidence of fraud.
- \*Note Customer Care funds cannot be used to pay customer security deposits.

### **CLOSING EWEB ACCOUNT WITH POSITIVE CREDIT BALANCE**

If an EWEB customer closes their EWEB account with a positive credit balance due to any of the EWEB Customer Care programs, this positive credit balance is returned to EWEB programs and is not refunded to the customer. I authorize the release and exchange of information between EWEB, Lane County, Lane County subcontractors and the Housing and Community Services Agency regarding my energy and utility usage, billing and payment history and the weatherization status of my home. This authorization will continue while I participate in any EWEB funded programs and for the following 12 months.

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_

You may fax the completed application, along with proof of unemployment, to 541-685-7089, email to [EWEB.Assistance@EWEB.org](mailto:EWEB.Assistance@EWEB.org), drop it off at EWEB's Customer Service drop box or mail it to: 500 E. Fourth Ave., Eugene, OR 97401.

**For EWEB use only:**

Authorized EWEB employee to approve/deny \_\_\_\_\_

Approved

Denied

Reason for denial: \_\_\_\_\_