

EWEB Community Care Crisis Program Application

Crisis assistance may be approved to cover the current outstanding household bill, not to exceed \$500.

Customer Name Spouse / Legal Domestic Partner

Address

Phone Number

EWEB Account Number

Customer E-Mail Address

Date of sudden or unexpected qualifying crisis event: _____

Acceptable documentation must be provided by a third party and demonstrate that sudden, unplanned event occurred in last 90 days. (See back of form for *Eligibility Requirements* and *Acceptable Documentation* examples).

If approved, Crisis assistance will be posted on your account within 10 to 15 business days, following EWEB approval. By accepting the EWEB Community Care Crisis Program, customer agrees to all EWEB Customer Care Policy and Procedures. If your application is denied, EWEB Customer Care Department will respond via email or U.S. Mail. **Your next eligible date to receive any funds from EWEB Customer Care Crisis Program is October 01, 2012.**

Funds are not available if the following occurs:

1. EWEB account is closed or a voluntary disconnect is scheduled when seeking assistance.
2. You owe a deposit on your bill.
3. Abusive behavior toward EWEB.
4. Tampering with any EWEB property or any evidence of fraud.

CLOSING EWEB ACCOUNT WITH POSITIVE CREDIT BALANCE

If 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 return the completed application, along with original documentation to EWEB's Customer Care Dept. at: 500 E 4th Ave Eugene, OR 97401.

For EWEB use only:

EWEB employee approving or denying

Community Care Crisis Approved Denied

Amount approved: \$ _____

Reason for denial: _____

EWEB Customer Care Community Care Crisis

Effective 10/01/11 until funding is depleted or 09/30/2012, whichever occurs first

General Information

For the purposes of energy assistance, a “crisis” is defined as a sudden or unexpected event beyond the control of the applicant that occurs in a household, resulting in their inability to pay their energy costs.

Eligibility Requirements

- The qualifying crisis event occurred within the last 90 days
- Customer has made a payment on account within the last 90 days (assistance payments do not qualify)
- The household is at risk of loss of energy service within one week or less, or has lost energy service due to lack of payment
- The benefit, or a combination of the benefit and a payment made by the household, are sufficient to alleviate the crisis (otherwise crisis payment is not granted)
- Death in family or severe medical condition (i.e. hospice care, heart surgery, amputation)
- Injury, accident or temporary disability leading to loss of employment income
- Domestic violence
- Military deployment or active service
- Other extenuating situations with pre-approval of EWEB management

Multiple crisis payments not allowed within single program year

A household will be eligible to receive no more than one crisis payment per year from all energy programs that have a crisis payment component. These programs are:

- LIHEAP Low Income Home Energy Assistance Crisis Program
- ECCC EWEB Customer Care Crisis Assistance
- CRIS EWEB Community Care Crisis Plan

There may be other restrictions on the number of regular, non-crisis payments a household may receive from all of the energy assistance programs administered by Lane County and EWEB.

Acceptable documentation (examples but not limited to)

- Medical equipment
 - EWEB Medical Equipment Exemption Form approved by authorized EWEB staff
- Death in family or severe medical condition
 - Death notice
 - Death certificate
 - Letter from Hospice provider organization
 - Letter from medical provider certifying hospice care, heart surgery, etc
- Injury, accident or temporary disability
 - Accident report
 - Letter from medical provider certifying injury, accident or temporary disability
- Domestic Violence
 - Police Report
 - Restraining Order
 - Statement from an agency providing domestic violence support services (SASS, Women Space, etc)