

About Customer Care Plus

Eugene Water & Electric Board is aware that some of our customers live on limited incomes and may have difficulty paying their utility bills.

Our Customer Care Plus program (formerly known as Energy Share Plus) is designed to help income-qualified customers learn how to save energy and manage the cost of water and electricity. This program supplements Customer Care, which provides bill payment assistance for customers in need.

If you are having trouble paying your EWEB bill and are interested in learning how to lower your monthly payments by making your home more energy efficient, we invite you to participate in EWEB's Customer Care Plus program. This brochure explains who is eligible and how to apply.

EWEB cares

Eugene Water & Electric Board commits more than \$1.5 million each year to its low-income programs, or about 1 percent of retail electric revenues. This level of funding is one of the highest in the nation, on a per capita basis, and is one of the value-added services offered by your citizen-owned utility. More than 4,000 households are helped each year.

Customer Care Plus is funded by Eugene Water & Electric Board and its customers, the City of Eugene, and the Metropolitan Wastewater Management Commission. The program is administered under a contract with Lane County Human Services Commission.



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Rely on us.

Eugene Water & Electric Board

Customer Care Plus



**Low-Income
Assistance
Program**



Who is eligible?

To qualify for EWEB Customer Care Plus, your monthly gross household income from all sources must not be more than:

People in the Household	Qualifying Monthly Income*
1	\$1,593
2	\$2,083
3	\$2,573
4	\$3,063
5	\$3,553
6	\$4,043

*Effective October 5, 2006. These amounts are 60 percent of the Oregon statewide median. Amounts are subject to change annually.



How to apply

To apply for EWEB Customer Care Plus, just follow these three easy steps:

1 Visit one of the following agencies and fill out an application:

St. Vincent de Paul Society

450 Hwy 99 North, Eugene
(541) 689-6747

Celeste Campbell Senior Center

(For EWEB customers 60 years and older)
155 High Street, Eugene
(541) 682-5354

Catholic Community Services

(For EWEB customers living in the Springfield/McKenzie area)
1025 G Street, Springfield
(541) 747-8349

EWEB's Atrium

500 East Fourth Avenue, Eugene
(541) 484-2411

Lane County Human Services Commission

125 East Eighth Avenue, Eugene
(541) 682-3378

2 Mail your application to:

Lane County Human Services Commission

125 East Eighth Avenue, Eugene, OR 97401

3 If you are selected, an Energy Advocate will contact you to determine your eligibility and needs.

Questions?

Call Lane County Human Services Commission at (541) 682-3378 for more information about how to apply for EWEB's Customer Care Plus program.

Customer Care Plus participants may also be eligible for the Deposit Guarantor program, which provides qualifying customers with assistance in paying their EWEB account deposit. Call Lane County Human Services Commission at 682-3378 for more information.

Customer Care Plus participants will:

- Receive \$50 toward their EWEB bill just for coming to an appointment.
- Get a free energy conservation kit worth \$40.