

Bill Assistance Available

EWEB's Customer Care program offers an annual \$280 bill credit for income-qualifying customers.

Customers currently receiving LIHEAP, SNAP, TANF, WIC or SSI can automatically qualify with proof of benefits.

Applications open on the first business day of the month at 8:30 a.m. until we've distributed all funds for the month. Applications are accepted on a first-come, first served basis.



How to Apply



Online

Apply through the MyAccount portal. Customers can login to their registered account or apply as an unauthorized user with no login required.

Proof of income eligibility is required at time of application to Fast Track your application. Applications without documentation will be referred to third party agency for full income verification.



Phone

You may apply over the phone by calling us at 541-685-7000 8:30 a.m. - 5 p.m.

Proof of SNAP, TANF, WIC or SSI cannot be accepted over the phone. Applications will be referred to a third-party agency for full income verification



Mail

Available for senior and disabled customers with proof of Supplemental Security Income only.

Visit eweb.org/bill-assistance or call us at 541-685-7000 and we will be happy to mail you a printed application.



eweb.answers@eweb.org



eweb.org/bill-assistance



541-685-7000

Income Eligibility

Review the graph below for the income guidelines for our bill assistance program and other income-based programs.

| Household Size | Monthly Income | Annual Income |
|----------------|----------------|---------------|
| 1 | \$3,067.58 | \$36,811 |
| 2 | \$4,011.50 | \$48,138 |
| 3 | \$4,955.33 | \$59,464 |
| 4 | \$5,899.17 | \$70,790 |
| 5 | \$6,843.08 | \$82,117 |

Households of more than 5 can find a full table at eweb.org/bill-assistance

Proof of Eligibility

If you have had LIHEAP applied to your EWEB account within the past 24 months, you can submit your Customer Care application without additional proof of eligibility.

If you are currently receiving SNAP, TANF, WIC or SSI (Supplemental Security Income) benefits, you can attach proof when you apply online.

If proof of benefits is not available or provided, your application will be referred to a third party agency for income verification. It may take 3-5 weeks to receive your bill credit.

More Ways to Save

The best way to reduce your overall utility bill is to use less energy and water. We make it easier for you to invest in efficiency products through our rebate and loan programs. Income-qualifying customers may be eligible for expanded dates and loans to upgrade heating systems, insulation, windows and more.

