



YOUR EWEB BILL & LIHEAP PAYMENTS

We recently redesigned the EWEB billing statement. One goal was to ensure an accurate amount due for customers with water service and LIHEAP funds, which only apply to electric charges. To reach this goal, we had to make changes to how LIHEAP funds appear on bill. Please review the example on this handout that best fits your EWEB account.

ELECTRIC SERVICE ONLY

2. PREVIOUS BALANCE

This is the balance of your account before current charges were applied. If you carry credits from assistance funds, such as LIHEAP or Customer Care, they will be included here.

1. TOTAL AMOUNT DUE

This is the amount you owe after the balance forward is applied. If your balance forward includes credits in addition to LIHEAP, you will show a credit balance. If your balance forward only contains LIHEAP, this will show \$0.

3. PAYMENT(S) MADE

LIHEAP funds are included on the payment(s) made line on the first statement following receipt of the funds. After that, payments made will only show the payments you have made, plus assistance payments like EWEB Customer Care.

BILLING SUMMARY		CREDIT BALANCE - NO PAYMENT DUE
PREVIOUS BALANCE	-\$98.69	-\$35.05
PAYMENT(S) MADE	-\$320.00	
BALANCE FORWARD	-\$98.69	
CURRENT CHARGES	\$63.64	
TOTAL AMOUNT DUE	-\$35.05	

5. CURRENT CHARGES

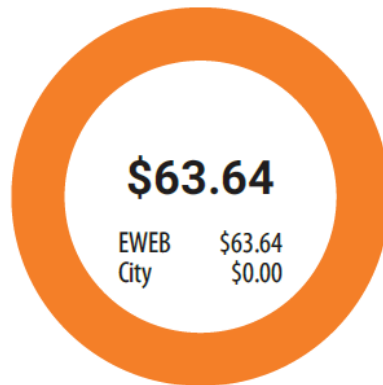
This line shows the sum of all charges on your bill before the balance forward is applied.

4. BALANCE FORWARD

This line shows credits that will be applied to the bill or past due balances carried forward. Credits may include both LIHEAP and EWEB Customer Care. So long as you carry a LIHEAP credit, the current electric charges will be covered by the balance forward.

CURRENT CHARGES

07/22/2021 - 08/20/2021 (29 DAYS)



EWEB Electric

\$63.64

Note, if you have any additional charges on your bill, you will owe for those charges as LIHEAP funds only apply to electric charges.

Q. How do I track how much assistance funds I have after the first bill?

A. Following the first bill when assistance funds appear in the payment(s) made line, you can track your remaining funds by subtracting the balance forward from the previous balance.

Example: The next bill for this account will have a previous balance of -\$355.05 (credit balance plus the LIHEAP payment made). If the electric charges are \$50, there will be a balance forward of -\$50 to cover the amount. Subtracting \$50 from \$355.05 leaves a credit balance of -\$305.05 towards the following bill.

2. PREVIOUS BALANCE

This is the balance of your account before current charges were applied. If you carry credits from assistance funds, such as LIHEAP or Customer Care, they will be included here.

3. PAYMENT(S) MADE

LIHEAP funds are included on the payment(s) made line on the first statement following receipt of the funds. After that, payments made will only show the payments you have made to pay the non-electric portion of your bill, plus assistance payments like EWEB Customer Care.

4. BALANCE FORWARD

This line shows credits that will be applied to the bill or past due balances carried forward. Credits may include LIHEAP (electric only), EWEB Customer Care (all services) or over payments (all services). So long as you carry a LIHEAP credit, the current electric charges will be covered by the balance forward.

1. TOTAL AMOUNT DUE

This is the amount you owe after the balance forward is applied.

LIHEAP funds do not apply to water charges.

5. CURRENT CHARGES

This line shows the sum of all charges on your bill before the balance forward is applied.

If the balance forward only includes LIHEAP funds, totaling the water, wastewater and stormwater current charges will equal your total amount due.

\$49.05
 + \$37.34
 + \$15.45

 \$101.84 **Total Amount Due**

BILLING SUMMARY		TOTAL AMOUNT DUE
PREVIOUS BALANCE	\$315.25	by 09/17/2021
PAYMENT(S) MADE	-\$1,290.83	\$101.84
BALANCE FORWARD	-\$254.03	
CURRENT CHARGES due 09/17	\$355.87	
TOTAL AMOUNT DUE	\$101.84	

CURRENT CHARGES
07/29/2021 - 08/30/2021 (32 DAYS)

EWEB Electric	\$254.03
EWEB Water	\$49.05
City of Eugene Wastewater	\$37.34
City of Eugene Stormwater	\$15.45

EWEB Electric	\$254.03
EWEB Water	\$49.05
City of Eugene Wastewater	\$37.34
City of Eugene Stormwater	\$15.45

Q. How do I track how much assistance funds I have after the first bill?

A. Following the first bill when assistance funds appear in the payment(s) made line, you can track your remaining funds by subtracting the balance forward from the previous balance.

Example: The next bill for this account will have a previous balance of -\$1,036.80 (the balance forward deducted from the LIHEAP payment). If the electric charges are \$250, there will be a balance forward of -\$250 to cover the amount. Subtracting \$250 from \$1,036.80 leaves a credit balance of -\$786.80 towards the electric charges on the following bill.