



YOUR EWEB BUDGET BILL & LIHEAP PAYMENTS

We recently redesigned the EWEB budget 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 bills. 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		TOTAL AMOUNT DUE by 10/20/2021
PREVIOUS BALANCE	-\$430.00	\$0.00
PAYMENT(S) MADE	\$0.00	
BALANCE FORWARD	-\$100.00	
BUDGET CHARGES due 10/20	\$100.00	
TOTAL AMOUNT DUE	\$0.00	

5. BUDGET CHARGES

This line shows the sum of all budget 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.

BUDGET BILL PROGRAM

Comparing the average of your actual charges to your budget payment amount can help avoid surprise balance or credit during renewal month.

CURRENT STATUS: ON TRACK WITH BUDGET

Average of past 12-months actual charges \$73	You are currently tracking 27% lower than your fixed budget payment.
---	---

CURRENT STATUS: INSUFFICIENT HISTORY

You currently have fewer than 6 months bill history at this premises so we are unable to present how your average actual charges track with your fixed payment.

BUDGET CHARGE BREAKDOWN

EWEB **Electric** **\$100.00**

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: Subtracting the balance forward from the previous balance, shows that this account will have \$330.00 in LIHEAP funds towards future bills.

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.

LIHEAP funds do not apply to water charges.

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 budget charges will be covered by the balance forward.

BILLING SUMMARY		TOTAL AMOUNT DUE	
PREVIOUS BALANCE	-\$395.00	by 09/13/2021	
PAYMENT(S) MADE	-\$45.00	\$45.00	
BALANCE FORWARD	-\$66.00		
BUDGET CHARGES due 09/13	\$111.00		
TOTAL AMOUNT DUE	\$45.00		

BUDGET BILL PROGRAM		BUDGET CHARGE BREAKDOWN	
Comparing the average of your actual charges to your budget payment amount can help avoid surprise balance or credit during renewal month.			
 CURRENT STATUS: ON TRACK WITH BUDGET Average of past 12-months actual charges: \$66 You are currently right on track with your fixed budget payment.	 EWEB Electric \$66.00		
 CURRENT STATUS: ON TRACK WITH BUDGET Average of past 12-months actual charges: \$27 You are currently right on track with your fixed budget payment.	 EWEB Water \$27.00		
	 City of Eugene Wastewater \$18.00		

5. BUDGET CHARGES

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

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

\$27.00
+ \$18.00

\$45.00 **Total Amount Due**

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: Subtracting the balance forward from the previous balance shows this account will have \$329.00 in LIHEAP funds to go towards future electric budget charges.