



EWEB Customer Care Eligibility

EWEB Customer Care assistance (ECC) is available once per calendar year, to current EWEB customers. If your EWEB account is closed with a credit balance from any EWEB bill assistance program, this credit balance will be applied back to the ECC program and not refunded to you.

Program Requirements

- Applicant must be the account holder or a listed spouse/domestic partner.
- Account holder must reside in the household seeking assistance.
- Households must meet income criteria. This includes gross income for all adults (including roommates) over the age of 18 living in the residence.
- Only residential accounts are eligible for assistance. Business and commercial accounts are not eligible for assistance.

ECC funds CANNOT be used for account deposits. Customers who owe a deposit on their EWEB bill must pay the deposit as scheduled by EWEB.

ECC applications may be denied if any of the following occurs:

- EWEB account is closed or a voluntary disconnect is scheduled when seeking assistance
- Abusive behavior toward EWEB
- Tampering with any EWEB property or any evidence of fraud

Eligible Charges

ECC may be applied to any charges due and owing which include the following:

- EWEB electric and water services
- Budget Billing payment amounts
- EWEB loan payments
- Utility Service charges
- City of Eugene Stormwater and wastewater services