



Applying for EWEB Customer Care

3 ways to apply

1. Online at eweb.org/assistance (preferred method)*
2. Call our Customer Service Team at 541-685-7000 (option 3)*
**The application will open (online and over the phone) on the first business day of each month on a first come, first served basis.*
3. Senior and disabled customers may apply through the mail with proof of **Supplemental Security Income** (SSI) benefits ONLY. Print an application from our website, or call EWEB Customer Service at 541-685-7000 (option 3) and we will be happy to send you a printed application.

Fast Track approval

Customers who qualify for Fast Track approval will typically see the \$280 bill credit posted to their EWEB account within five business days.

How to Fast Track your application

To Fast Track your application, EWEB must have proof of income eligibility:

- **LIHEAP proof:** If you have had LIHEAP applied to your EWEB account within the past 24 months¹, you can submit your Customer Care application without additional proof of eligibility (EWEB can verify in our system).
- **Other proof:** If you haven't received LIHEAP within the past 24 months, you can Fast Track your application by attaching proof of SNAP, TANF, WIC, or SSI (Supplemental Security Income) benefits when you apply.

Qualifying proof of SNAP, TANF, WIC, SSI (Supplemental Security Income) benefits includes:

- 1) Verification of benefits letter from the awarding agency (DHS, Social Security Administration, or other). *
- 2) Screenshot or PDF from your www.one.Oregon.gov benefit dashboard
**Document must clearly display your name and indicate benefits are currently being issued. Images of your benefit card are NOT sufficient to prove eligibility.*

Attach proof of benefits (screenshot, PDF file) to your Customer Care application.

Please note, LIHEAP recipients can receive Fast Track approval over the phone. However, our staff cannot accept proof of SNAP/TANF/WIC/SSI (Supplemental Security Income) over the phone.

¹ LIHEAP eligibility of 24 months is temporary COVID-19 response. Normal eligibility is 12 months.

Standard Track approval continues to be available

If you haven't received LIHEAP or don't have proof of SNAP, TANF, WIC, or SSI (Supplemental Security Income) benefits, you can still apply for Customer Care. However, you will not be able to take advantage of Fast Track approval.

After submitting your Customer Care application, you will receive a call from Catholic Community Services or Campbell Community Center to complete the income-verification process. The agency may require in-person, mail-in, drop-off or email submission of documents to process your application. They will contact you with details. It may take up to 2 weeks to receive a call, and an additional 1-2 weeks to complete the process and receive the \$280 bill credit.