



The coronavirus (COVID-19) pandemic has thrust our community into unknown territory. We recognize this is a frightening time and that many in our community have faced both health and economic impacts. We are taking every effort to protect the health and safety of you and our staff. We've compiled a list of resources for you:

## Utilities Assistance:

Utility Companies will not disconnect or charge late fees for customers who can't make a payment due to impacts caused by the coronavirus. Customers will continue to receive bills and past-due notices, but they will not be disconnected. Utility companies are willing to work with customers to create a payment plan. Some have programs for deferred payments, income-based payments, and grants. **You must contact your utility company to set up these plans:**

### Portland General Electric:

- [www.portlandgeneral.com](http://www.portlandgeneral.com) – and log into your account
- Request a payment plan or pay your bill: 503-228-6322 or 1-800-542-8618
- Pay your bill via the PGE App
- PGE has also temporarily removed the no-check and cash only restrictions for customers.

### Pacific Power:

- [www.pacificpower.net](http://www.pacificpower.net) – and log into your account
- Request a payment plan: 1-877-508-5088
- Pay your bill via the Pacific Power App or call 1-877-221-7070

### Eugene Water & Electric:

- [www.eweb.org](http://www.eweb.org) - and log into your account
- Request a payment plan: 541-685-7000
- A credit of \$260 is available for qualifying customers through their Customer Care bill assistance and income based payment options. See website for application.
  - If you are not able to apply online, you can call EWEB Customer Service at 541-685-7000 (9 a.m. - 6:30 p.m. Monday - Friday)
- Pay your bill online or by phone 541-685-7000 (9 a.m. - 6:30 p.m. Monday - Friday)

### Northwest Natural Gas:

- [www.nwnatural.com](http://www.nwnatural.com) – and log into your account
- Request a payment plan: 800-422-4012 (Monday through Friday, 7:00 a.m. to 6:00 p.m.)
- Pay your bill online or by phone 800-422-4012

## Food Assistance:

Food pantries and food assistance sites across the state remain open — with increased cleaning and changes in service to help minimize contact among groups of people. Though hours and availability are updated daily, please call ahead before visiting a partner agency. Need Assistance? Email the Oregon Food Bank [gethelp@oregonfoodbank.org](mailto:gethelp@oregonfoodbank.org) or call (503) 505-7061. Their team of navigators are available between 9:00 AM and 5:00 PM, Monday through Friday.

**IMPORTANT NOTICE: if you are sick and in need of food assistance, please stay home. You can send someone else to pick up food at any of our distribution sites across the state.**

- Oregon Food Bank: [www.Oregonfoodbank.org](http://www.Oregonfoodbank.org)
- Partners for a Hunger-Free Oregon: <https://oregonhunger.org/covid-19/>
- [211info.org](http://211info.org) (Help with food, childcare, housing, etc.)
- Meals on Wheels: <https://www.mowp.org/>
- Find an Oregon Food Pantry: <https://www.foodpantries.org/st/oregon>
- Food Finder: <https://foodfinder.us> (FoodFinder helps food insecure kids & families find their closest free food.)
- Oregon Department of Human Services: [www.oregon.gov/DHS](http://www.oregon.gov/DHS) (Get state assistance for food and other resources.)

## Additional Resources:

For official information on the coronavirus in general, please consult the following resources:

- Centers for Disease Control (CDC): [www.cdc.gov](http://www.cdc.gov)
- Oregon Health Authority: [www.oregon.gov/oha](http://www.oregon.gov/oha)
- Tri-Met Transit Service: <https://trimet.org/health/>
- World Health Organization: <https://www.who.int/>
- Child Mind Institute: <https://childmind.org/> Helpful articles and videos on how to talk to your children about Coronavirus.