

# Office of Public Utility Counsel

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## **Electric Customer Assistance Program Contacts**

### **Transmission and Distribution Utility Assistance:**

#### **Oncor Home Energy Efficiency Programs**

- Subject to available funding. Contact Oncor at 866-728-3674.

#### **Smart Meter Questions**

- Contact Oncor at 800-518-2380 or contact REP.

### **Retail Electric Provider Assistance:**

#### **Critical Care Status**

- For customers with health conditions that will become dangerous or life-threatening w/o electricity. Contact REP & Request a Critical Care Eligibility Determination Form.

#### **Ill & Disabled Status**

- For customers with short- or long-term illness or disability needing more time to pay bill. Contact REP and request Ill and Disabled Extension. May reapply if need.

#### **Balanced/Levelized Billing**

- For customers without a past-due balance and with same REP for one year. Contact REP for more information.

#### **Deferred Payment Plan**

- For customers who have not received more than 2 disconnect notices in 12 month period. Provides 3 month plan to pay bill. Contact REP and request deferred payment plan.

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### **65 + Deposit Waiver**

- For customers who are 65 or older and not past due on any electric service account. Provides for waiver of electric service deposit. Notify REP that you are over 65.

### **State Agency Assistance:**

#### **LITE-UP Discount Program**

- For customers whose income is at or below 125% FPL or receives state benefits. May provide 10-20% discount during summer months (May-Sept.), allow deposit payment in installments, and waive late fees. Contact PUC at 1-866-454-8387.

#### **CEAP Low-Income Utility Assistance**

- Provides eligible low-income households with bill payment assistance. Contact TDHCA at 877-399-8939. For Williamson County, contact Williamson-Burnet County Opportunities at 512-763-1400.

#### **Low-Income Weatherization Assistance Program**

- Provides eligible low-income households with energy-related home improvements. Contact TDHCA at 888-606-8889. For Williamson County, contact Hill Country Community Action Association at 325-372-5167.

### **Local Assistance:**

#### **2-1-1 Texas**

- Free service. Assists customers in finding local utility assistance. Dial 2-1-1.

**Complaints/Inquiries:** Contact Utility, REP, PUC (1-888-782-8477) or OPUC.