



# CUSTOMER FACTS

## Electric Deposit Payment Options

### Deposits and Satisfactory Credit

If you are requesting electric service, you may be asked to show proof of satisfactory credit history or pay a deposit in order to begin receiving service. Electric service in most areas of Texas is provided by Retail Electric Providers (REP). These companies may request a deposit of up to one-fifth of your estimated annual electric bill or the total of your estimated bills for the next two months. However, you should know that:

- You can avoid paying a deposit if you meet certain requirements.
- If you are required to pay a deposit, you may be able to pay in installments.

### Avoid Paying a Deposit

To sign up for service with a REP, you can avoid paying a deposit if you have been a customer of any REP or an electric utility within the last two years before requesting service, are not delinquent on your electric account, and have not been late in paying more than once during the last 12 months of service. You can also avoid paying a deposit if you have a satisfactory electric payment history.

### Additional Ways to Avoid Paying a Deposit

The following are additional ways to avoid paying a deposit if you are signing up with a REP:

- You are 65 years of age or older and are **not** past due on any electric service account.
- You have been determined to be a **victim of family violence**.

To qualify as a victim of family violence, you will need to provide a Texas Council on Family Violence deposit waiver certification letter ([www.tcfv.org/policy/forms-and-information](http://www.tcfv.org/policy/forms-and-information)). The letter must be filled out by family violence center personnel, treating medical personnel, law enforcement personnel, a Texas District Attorney or County Attorney, Office of the Attorney General personnel, or a grantee of the Texas Equal Ac-

cess to Justice Foundation. The letter must be submitted directly to the Retail Electric Provider (REP) using the REP's toll-free FAX number.

A copy of the deposit waiver certification letter can also be obtained on our website at:

[www.puc.state.tx.us/ocp/assist/lowincasst.cfm](http://www.puc.state.tx.us/ocp/assist/lowincasst.cfm).

The following are additional ways to avoid paying a deposit:

- You are medically indigent, by demonstrating that:
  - Your household income is at or below 150% of the federal poverty guideline (\$21,855 for a family of two, \$5,610 for each additional family member) as certified by a governmental entity or government funded energy assistance program provider.
  - You or your spouse has been certified by a physician as being unable to perform three or more daily activities such as grooming, bathing, and feeding or your monthly out-of-pocket medical expenses exceed 20% of your household's total income.
- Your deposit is guaranteed in writing by a friend or family member who is currently a customer in good standing with the electric provider you are signing up with. Contact the REP for more information on the terms and requirements for a letter of guarantee.

### Paying in Installments

If you are required to pay a deposit, you may be eligible to pay a deposit over \$50 in two installments if you are a low-income customer. Please note that:

- The REP may require you to provide documentation proving that you are on the Low-Income Discount Administrator's eligibility list. You may be on this list if you are currently enrolled for electric service with a REP and are enrolled in a Texas Health and Human Services Commission program, such as foodstamps or Medicaid.
- If you are not on the eligibility list, the REP may request that you provide other documentation to show that you otherwise qualify.

### QUESTIONS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

**Visit:** [www.puc.state.tx.us](http://www.puc.state.tx.us)

**Email:** [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)

### COMPLAINTS:

**Call:** 1-888-782-8477, in Austin 512-936-7120 (TTY 512-936-7136) (FAX 512-936-7003)

**Write:** PUC - Customer Protection Division

P.O. Box 13326, Austin, TX 78711-3326

**Online:** <http://www.puc.state.tx.us/consumer/complaint/Complaint.aspx>