



# CUSTOMER FACTS

## Electric Payment Assistance Programs

There are many electric payment assistance programs that serve low-income and victims of family violence customers. If you qualify for federal aid and are having difficulty paying for your electric service or cannot afford the service deposit, check into the following programs.

### Low-Income Electric Discount Program

The Low-Income Electric Discount Program (LITE-UP Texas) provides a discount on electric rates to qualified low-income customers who live in deregulated areas and can choose their own Retail Electric Provider (REP). The program is funded for five months in 2012 and will provide discounts to eligible customers in the following billing months:

#### May, June, July, August, and September

The amount of the discount may change depending on funding availability. Contact your REP or log on to [www.puc.state.tx.us/electric/projects/24116/24116.cfm](http://www.puc.state.tx.us/electric/projects/24116/24116.cfm) and then click on the Low-Income Discount Rates link to view the current discount rates. You may automatically be enrolled in the discount program if you are already receiving certain Health and Human Services Commission benefits, such as SNAP (Food Stamps) and Medicaid. You may also qualify for the discount if your total household income is at or below 125% of the federal poverty guidelines. Call toll free at 1-866-454-8387 for an application or more information on the LITE-UP Texas program.

Low-income customers served by investor-owned utilities, electric coops, and city-owned utilities should ask their electric provider if they have low-income assistance programs.

### Other Low-Income Services

- Payment Assistance Funds – Your Retail Electric Provider may have funds to assist you in times of need. If you can not pay your bill, contact them immediately.
- Average Payment Plan – All Retail Electric Providers must offer customers average payment plans that allow them to pay a similar amount every month. Certain conditions may apply.
- Bill Deadline Extension – If you cannot pay your electric

bill on time, contact your Retail Electric Provider immediately and ask for an extension on your due date.

- Deferred Payment Plan – Your Retail Electric Provider may offer a deferred payment plan that will stretch out your payments over a period of time.

### Victims of Family Violence

If you are a victim of family violence, you are eligible to have your electric service deposit waived. To qualify as a victim of family violence, you will need to provide a Texas Council on Family Violence deposit waiver certification letter. 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 Access to Justice Foundation. The letter must be submitted directly to the Retail Electric Provider using the REP's toll-free FAX number. A copy of the deposit waiver certification letter can 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).

### 2012 Federal Poverty Guidelines

Number in Household	Annual income - 125% of Federal Poverty Level
1	\$13,963
2	\$18,913
3	\$23,863
4	\$28,813
5	\$33,763
6	\$38,713
7	\$43,663
8	\$48,613
Each additional add	\$4,950

#### 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>