

Certification Letter for  
Victim of Family Violence Waiver for  
Electric and Telephone  
Service Deposit

This form serves to certify the person listed below is a victim of family violence as defined by Texas Family Code §71.004, and therefore has demonstrated satisfactory credit for the purposes of establishing electric and telephone service per P.U.C. Substantive Rules §25.478 (a)(3)(D) and/or §26.24 (a)(1)(B)(iv). **Telephone service must be with a Dominant Certificated Telecommunications Utility.**

**Requirement of deposit must be waived for the below named customer for electric and/or telephone service.**

**Name:** \_\_\_\_\_

**Electric Service Provider & Account Number:** \_\_\_\_\_

**Telephone Service Provider & Account Number:** \_\_\_\_\_

The following Certifying Entity has determined that the above named Applicant is a victim of family violence as defined in Texas Family Code §71.004. **(Only one certifying entity is required.)**

Family Violence Center (Agency Name): \_\_\_\_\_

Treating Medical Personnel (Name of Organization): \_\_\_\_\_

Law Enforcement Personnel (Specify Division): \_\_\_\_\_

Office of Texas District or County Attorney (Specify Division): \_\_\_\_\_

Office of the Attorney General (Specify Division): \_\_\_\_\_

Texas Equal Access to Justice Foundation Grantee\* (Name of Grantee): \_\_\_\_\_

\*To locate free Civil Legal Services providers funded by the Texas Equal Access to Justice Foundation, go to:  
[www.teajf.org](http://www.teajf.org)

**By my signature I certify that the above named Applicant has been determined to be a victim of family violence as defined in Texas Family Code §71.004 and I am qualified to make that determination.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Contact Number: \_\_\_\_\_

**TEXAS RETAIL ELECTRIC PROVIDERS:**

Accent Energy	800-947-8683	Pre-Buy Electric, LLC	800-975-8703
Affordable Power Plan	888-797-4537	Reliant	800-563-0120
Alliance Power Company	877-777-2017	REPower, LLC	Does not Require Deposit
Ambit Energy	877-575-1354	Simple Power	888-897-4699
Ameripower, LLC	877-960-5050	Spark Energy	866-413-2902
Amigo Energy	888-835-6359	StarTex Power	866-477-8576
Andeler	866-578-2358	Stream Energy	800-990-0925
APNA Energy	877-728-2762	River Power Company	866-711-2830
Brilliant Energy	877-789-8801	Tara Energy	888-603-7415
Champion Energy Services	877-894-4706	Texas Power	866-744-6366
Cirro	877-452-4776	Texpo Energy	888-206-3021
Commerce Energy	877-332-1067	Tricagle Energy	866-324-4646
CPL Retail Energy	866-791-4331	TXU Energy	866-245-0087
Direct Energy Multifamily	866-791-4331	W Power and Light	866-642-9899
Direct Energy, LP	866-791-4331	WTU Retail Energy, LLC	866-791-4331
Dpi Energy	800-611-5752		
Econergy Electric	877-326-6810		
Electric Now	866-751-6272		
First Choice	866-436-5048		
Freedom Power	800-687-5700		
Gexa	866-675-4392		
Green Mountain Energy Company	888-307-2674		
Hino	800-894-5160		
Hudson Energy Services	866-729-3822		
Just Energy/US Energy	866-538-9329		
Kinetic's	866-551-3674		
Mega Energy	866-687-6342		
MXenergy	866-581-9571		
National Power Co.	866-383-6497		
Nueces	877-632-7697		
OnPac Energy	866-696-6755		

## **DOMINANT CERTIFICATED TELECOMMUNICATIONS UTILITIES:**

<b><u>DCTU</u></b>	<b><u>Fax Number</u></b>
AT&T	800-859-0018
Verizon	512-370-4275
Sprint	888-436-7836
Windstream	512-457-9991

## **RESOURCES FOR VICTIMS OF FAMILY VIOLENCE**

### **Link Up Program:**

The Link-Up program significantly reduces the cost of installation of telephone service. The customer must request the Link-Up discount from the telephone company when they are seeking new service or moving. For more information go to:

<http://www.puc.state.tx.us/ocp/assist/linkup/linkup.cfm>

### **Waivers of Deposit for Gas Service:**

Waivers of deposit for gas service are also available to victims of family violence. To receive a waiver form, call the Texas Council on Family Violence at: (800) 525-1978 or you may download the form at:

<http://www.tcfv.org/pdf/Waiver%20of%20Gas%20Service%20Deposit.pdf>.

*Developed by:*

Texas Council on Family Violence in coordination with the  
Public Utility Commission of Texas and the Texas Legal Services Center  
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