



Utility Assistance Program Contacts

Transmission and Distribution Utility Assistance

Oncor Electric Delivery Home Energy Efficiency

- Includes residential and low-income programs. Contact Oncor at 1-866-728-3674 or eecustinfo@oncor.com.

Oncor Smart Meter (SMART Texas) Questions

- Contact Oncor at 1-800-518-2380 or your REP.

Retail Electric Provider Assistance

Critical Care/Chronic Care Status

- Available for customers with serious medical conditions that will become more ill without electricity. Contact REP & request a Critical Care Eligibility Determination Form.

Balanced/Levelized Billing

- Available to all customers. Contact REP for more information.

Deferred Payment Plan

- Provides 5 month plan to pay bill during certain weather/disaster events for certain customer classes. Contact REP for more information.

65 + Deposit Waiver

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

Office of Public Utility Counsel

Government Assistance

PUC's LITE-UP Discount Program

- Provides eligible low-income households with 10-20% discount during summer months (May-September), allows deposit payment in installments, and waives late fees. Contact PUC at 1-866-454-8387.

PUC's Lifeline Program

- Provides eligible low-income households a \$7 monthly telephone rate reduction and waives certain charges. Contact PUC at 1-866-4LITEUP (866-454-8387) or local telephone company.

Link-Up Program

- Provides eligible low-income households a 50% discount (up to \$30) on telephone installation charges. Visit www.lifelinesupport.org or contact local telephone company.

TDHCA's Comprehensive Energy Assistance Program

- Provides eligible low-income households with bill payment assistance. Contact TDHCA at 1-877-399-8939. For Bell County, contact Hill Country Community Action Association Inc. at 325-372-5167.

TDHCA's Low-Income Weatherization Assistance Program

- Provides eligible low-income households with energy-related home improvements and energy audits. Contact TDHCA at 1-888-606-8889. For Bell County, contact Hill Country Community Action Association Inc. 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 your utility, REP, PUC (1-888-782-8477) or OPUC (1-877-839-0363).