

POWER PAGES

THE PUBLIC UTILITY COMMISSION OF TEXAS



ELECTRIC CUSTOMER LOW-INCOME ASSISTANCE

Many low-income Texans are eligible for discounts on their electric bills. If you are an electric customer and can choose your retail electric provider, there is a low-income discount program called LITE-UP Texas that may assist you. Low-income Texans served by investor-owned utilities, electric coops, and city-owned utilities should ask their electric provider if they have low-income assistance 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. The program is funded for five months in 2011 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 current Retail Electric Provider or log on to www.puc.state.tx.us/electric/projects/24116/24116.cfm to find out the current discount rate.

Automatic Enrollment

You may be automatically enrolled in the discount program if you already receive certain benefits from the Health and Human Services Commission, such as Food Stamps and Medicaid.

Qualify for the Discount

You may also qualify for the discount if your total household income is at or below 125% of the federal poverty guidelines. (See income chart to right.)

Call toll free 1-866-454-8387 for an application or information on the LITE-UP Texas program.

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.

OTHER LOW-INCOME SERVICES

- Payment Assistance Funds - Your Retail Electric Provider may have funds to assist you in times of need. If you cannot pay your bill, contact your electric provider.
- Average Payment Plan - All Retail Electric Providers must offer customers average payment plans that allow them to pay a similar amount every month.
- Bill Deadline Extension - If you cannot pay your electric bill on time, contact your electric provider and ask for an extension on your due date.
- Deferred Payment Plan - Your electric provider may offer a deferred payment plan that will stretch out your payments over a period of time.

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 Add'l Add	\$4,950

Questions

Call: 1-888-782-8477

Visit: www.puc.state.tx.us

Email:

customer@puc.state.tx.us

Complaints

Call: 1-888-782-8477
(TTY 512-936-7136)

Write:

PUC-Customer Protection
P.O. Box 13326
Austin, TX 78711-3326

Fax: 1-512-936-7003

Online:

www.puc.state.tx.us/ocp



Texas Electric Choice
EDUCATION PROGRAM

PowerToChoose.org
1-866-797-4839