

Office of Public Utility Counsel



Utility Assistance Program Contacts

Transmission and Distribution Utility Assistance

AEP Texas Home Energy Efficiency Programs

- Contact AEP at 1-877-373-4858.

Smart Meter & gridSMART Questions

- Contact AEP at 1-877-373-4858 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.

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.

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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 Jones County, contact Aspermont Small Business Development Center, Inc. at 1-800-722-0137. For Taylor County, contact Rolling Plains Management Corporation at 1-800-633-0852.

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 both Jones and Taylor Counties, contact Rolling Plains Management Corporation at 1-800-633-0852

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).