

Office of Public Utility Counsel



Utility Assistance Program Contacts Serving Naval Air Station Corpus Christi

Transmission and Distribution Utility Assistance

AEP Texas Outage Information

- <https://www.aeptexas.com/outages/>
- Safety Hazards – downed wires that may be sparking or near water, downed polls or trees that have fallen on power lines. Contact AEP Texas at (866) 223-8508.

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.

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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 Nueces County, contact Nueces County Community Action Agency at 1-361-883-7201.

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 Nueces County, contact Nueces County Community Action Agency at 1-361-883-7201.

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).