



## Utility Assistance Program Contacts Serving Fort Hood & the CenTex Area

### 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

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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](http://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).