

Office of Public Utility Counsel

OPUC: Contact us (toll-free) at 1-877-839-0363

ELECTRIC CUSTOMER ASSISTANCE PROGRAM CONTACTS



STATE AGENCY ASSISTANCE

LITE-UP Discount Program

- For customers whose income is at or below 125% FPL or receives state benefits. May provide 10-20% discount during summer months (May-Sept.), allow deposit payment in installments, and waive late fees. Contact PUC at 1-866-454-8387.

TDHCA—Low-Income Utility Assistance (CEAP Program)

- Provides eligible low-income households with bill payment assistance. Contact TDHCA at 1-877-399-8939.

TDHCA—Low-Income Weatherization Assistance Program (WAP Program)

- Provides eligible low-income households with energy-related home improvements. Contact TDHCA at 1-888-606-8889.

LOCAL ASSISTANCE

2-1-1 Texas: Free service. Assists customers in finding local utility assistance. Dial 2-1-1.

COMPLAINTS/INQUIRIES

Contact Utility, REP, PUC at 1-888-782-8477, or OPUC at 1-877-839-0363.

TRANSMISSION AND DISTRIBUTION UTILITY ASSISTANCE

AEP Texas Home Energy Efficiency Programs

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

AEP Smart Meter (gridSMART) Questions

- Contact AEP at 1-877-373-4858 or contact REP.

Oncor Electric Delivery Home Energy Assistance Programs

- Contact Oncor at 1-866-728-3674.

Oncor Smart Meter (SMART Texas) Questions

- Contact Oncor at 1-800-518-2380.

CenterPoint Energy Home Energy Efficiency Programs

- Contact CenterPoint at 1-800-332-7143.

CenterPoint Smart Meter (Energy Insight) Questions

- Contact CenterPoint at 1-800-332-7143.

Texas-New Mexico Power (TNMP) Home Energy Efficiency Programs

- Contact TNMP at (469) 484-8590 or 1-888-866-7456.

RETAIL ELECTRIC PROVIDER ASSISTANCE

Critical Care Status

- For customers who need electricity because they are on life support equipment. Contact REP & request a Critical Care Eligibility Determination Form.

Chronic Condition Status

- This type of status does not protect against disconnection for non-pay. Chronic Condition status is for the following customers:
 - Customers who have a serious medical condition and need electricity for air conditioning or heating to prevent them from becoming more ill.
 - Customers that need electricity for medical equipment to prevent them from becoming more ill.

Balanced/Levelized Billing

- For customers without a past-due balance and with same REP for one year. Contact REP for more information.

Deferred Payment Plan

- For customers who have not received more than 2 disconnect notices in 12 month period. Provides 3 month plan to pay bill. Contact REP and request deferred payment plan.

65 + Deposit Waiver

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