

Texas Utility Help gives financial assistance for paying utility bills to qualified Texas homeowners and renters with low income.

**Energy Program – Electricity, Gas, and Propane:** Total past due amounts plus up to \$2,400 for future payments depending on household income.

**Water Program – Water and Wastewater:** Total past due amounts plus future payments through Sept. 30, 2023 depending on household income.

## Applying is easy!

1. Collect all of your documents ahead of time to make the application process fast and easy.
2. Visit [TexasUtilityHelp.com](https://TexasUtilityHelp.com) and click the “Apply Now” button to complete and submit your application.
3. Check your email for updates about your application. If we need more information, we may give you a call. Not providing all required documents could delay or disqualify your application.

| Applicant Information   |   |
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|  <p><b>Identification</b><br/>For <u>EACH</u> household member, please provide a form of identification.</p> | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"><li>• U.S. passport</li><li>• Driver's license</li><li>• State identification card</li><li>• Lawful permanent residency card</li><li>• Birth certificate</li></ul> <p>A full list of acceptable documents is available <a href="#">here</a>.</p>    |
|  <p><b>Proof of Citizenship or Legal Residency</b><br/>For <u>EACH</u> household member.</p>                 | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"><li>• U.S. birth certificate</li><li>• U.S. passport</li><li>• Certificate of Naturalization</li><li>• Form N-550</li><li>• Lawful permanent residency card</li></ul> <p>A full list of acceptable documents is available <a href="#">here</a>.</p> |

| <h2>Income Information</h2> <p>Provide income documents for <u>EACH</u> household member over 18, and for <u>EACH</u> type of income.</p>   |  |
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| <p><b>If you do not have income documentation</b><br/>Download, complete and submit the <i>Income Attestation Form</i> using the online portal.</p>   |  |
|  <b>Wages, Tips &amp; Overtime</b>   | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"> <li>• Last month of paystubs - <b>PREFERRED</b></li> <li>• IRS 1040 (tax returns)</li> <li>• Letter from your employer detailing your earnings for the past month</li> </ul> <p>If you have nontraditional paycheck documentation (ex. Contract work), provide a description of earning and signed attestation.</p> |
|  <b>Unemployment</b><br><i>Unemployment, disability, worker's compensation, severance compensation, or other payments in lieu of earnings.</i> | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"> <li>• One month of payment information</li> <li>• A benefit letter</li> <li>• Bank statements</li> <li>• Other supporting documentation</li> </ul>  |
|  <b>Child Support/Alimony</b><br><i>Child Support or Alimony payments, if ongoing for more than three years.</i>                             | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"> <li>• Divorce decree or court order showing your award amount</li> <li>• A statement from child supportive services</li> <li>• Copies of deposited checks</li> <li>• Bank statements</li> <li>• Other supporting documentation</li> </ul>   |
|  <b>Pension, Social Security</b><br><i>Includes other similar types of periodic receipts</i>   | <p><b>ONE of the following:</b></p> <ul style="list-style-type: none"> <li>• Benefit letter from the Social Security Administration</li> <li>• A pension statement</li> <li>• Bank statements</li> <li>• Other supporting documentation reflecting gross benefit amount, deductions and payments for the most recent 30 days</li> </ul>  |

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| <b>Supplemental Security Income (SSI)</b><br><i>Excludes Retirement Benefits from SSA</i>  | For recipients of SSI, please upload the award letter for the current year.   |
| <b>TANF or AFDC</b><br><i>Temporary Assistance for Needy Families or Aid to Families with Dependent Children</i>   | <b><u>ONE of the following:</u></b> <ul style="list-style-type: none"> <li>• One month of payment information</li> <li>• Benefit letter</li> <li>• Bank statements</li> <li>• Other supporting documentation</li> </ul> |
| <b>SNAP</b><br><i>Food stamps</i>  | Benefit letter dated within the last 30 days.<br><br><b>An “Award Letter” is a different document and will not be accepted.</b>   |
| <b>VA Pension or Survivor’s Pension</b>  | For recipients of VA Pension or VA Survivor’s Benefit, please upload your VA beneficiary letter.  |
| <b>VA Service-Connected Disability Compensation, VA Non-Service Connected Disability Pension</b>   | <b><u>ONE of the following:</u></b> <ul style="list-style-type: none"> <li>• One month of payment information</li> <li>• Benefit letter</li> <li>• Bank statements</li> <li>• Other supporting documentation</li> </ul> |
| <br><b>Other Income</b><br><i>All other sources of income you receive on an ongoing basis such as:</i> <ul style="list-style-type: none"> <li>• Rental income</li> <li>• Interest bearing assets</li> <li>• Royalties</li> <li>• Estates</li> </ul> | Bank or financial institution statements for the most recent 30 days or other supporting documentation.   |

## Utility Assistance Information

Provide documentation for EACH type of assistance you are requesting.

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| <br><b>Past Due Utility Bills</b>   | <p>A utility bill or statement showing a past due balance for electricity, natural gas, propane, water or wastewater. <b>Bill must be dated within the last 45 days.</b></p> <p>Proof of homeownership, such as a copy of the title of the house, a copy of a recent mortgage statement, or a copy of a recent property tax statement.</p> |
| <b>Water Disconnect Notice (Water Assistance Only)</b><br><i>If your water service is currently disconnected or you received notice of a future disconnection.</i> | Utility disconnection notice clearly showing your name and address.  |

## Excluded Income

The following do not count as income and no documentation is required:

- Income from minors
- Child support
- Payment received for foster care
- Adoption assistance payments
- Education assistance
- Government programs - funds received for specific needs such as utility, food, care, or disability
- Temporary income
- Stimulus checks
- One-time gifts