



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 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	
 <p>Identification For <u>EACH</u> household member over 18 years old, please provide a form of identification.</p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • U.S. passport • Driver’s license • State identification card • Lawful permanent residency card • Birth certificate <p>A full list of acceptable documents is available here.</p>
 <p>Proof of Citizenship or Legal Residency For <u>EACH</u> household member who is a citizen or qualified alien.</p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • U.S. birth certificate • U.S. passport • Certificate of Naturalization • Form N-550 • Lawful permanent residency card <p>A full list of acceptable documents is available here.</p>


Income Information

Provide income documents for EACH household member over 18, and for EACH type of income.

If you do not have income documentation


Download, complete and submit the Income Attestation Form using the online portal.

 <p>Wages, Tips & Overtime</p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • Last month of paystubs - PREFERRED • IRS 1040 (tax returns) • Letter from your employer detailing your earnings for the past month <p>If you have nontraditional paycheck documentation (ex. Contract work), provide a description of earning and signed attestation.</p>
 <p>Unemployment</p> <p><i>Unemployment, disability, worker's compensation, severance compensation, or other payments in lieu of earnings.</i></p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • One month of payment information • A benefit letter • Bank statements • Other supporting documentation
 <p>Child Support/Alimony</p> <p><i>Child Support or Alimony payments, if ongoing for more than three years.</i></p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • Divorce decree or court order showing your award amount • A statement from child supportive services • Copies of deposited checks • Bank statements • Other supporting documentation
 <p>Pension, Social Security</p> <p><i>Includes other similar types of periodic receipts</i></p>	<p><u>ONE</u> of the following:</p> <ul style="list-style-type: none"> • Benefit letter from the Social Security Administration • A pension statement • Bank statements • Other supporting documentation reflecting gross benefit amount, deductions and payments for the most recent 30 days

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

Utility Assistance Information

Provide documentation for EACH type of assistance you are requesting.

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

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