



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	
 <p><b>Identification</b> For <u>EACH</u> household member, please provide a form of identification.</p>	<p><b><u>ONE</u> 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> For <u>EACH</u> household member.</p>	<p><b><u>ONE</u> 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>


## 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><b>Wages, Tips &amp; Overtime</b></p>	<p><b><u>ONE</u> 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>
 <p><b>Unemployment</b></p> <p><i>Unemployment, disability, worker's compensation, severance compensation, or other payments in lieu of earnings.</i></p>	<p><b><u>ONE</u> 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>
 <p><b>Child Support/Alimony</b></p> <p><i>Child Support or Alimony payments, if ongoing for more than three years.</i></p>	<p><b><u>ONE</u> 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>
 <p><b>Pension, Social Security</b></p> <p><i>Includes other similar types of periodic receipts</i></p>	<p><b><u>ONE</u> 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>

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