

## Utility Service after Disaster

**How can I find out if the power is out in my area?** Check the [Texas Public Utility Commission's](#) links to utility [outage maps](#). Note: The PUC does not regulate cable TV, phone service (including mobile), water, or natural gas. Contact your provider.

**Can I defer payment for my electricity bill?** When the governor declares a disaster area, PUC rules [require](#) electric companies to offer a deferred payment plan and inform you about it (even if you already have one). Call your utility company directly and ask. If they won't defer, call the PUC at 1-888-782-8477 to file a complaint, or email [customer@puc.texas.gov](mailto:customer@puc.texas.gov). State that you are a disaster survivor in the subject line.

Electric Company	Waiver of Late Fees/Deposit Until	Contact Number
TXU	September 30, 2017	1-800-242-9113
Reliant	September 30, 2017	713-207-7777 or 1-866-222-7100.
Discount Power	September 30, 2017	713-423-6970
Entrust Energy	September 5, 2017	800-871-8100
CenterPoint Energy (HTX)	September 30, 2017	713-207-2222; 1-800-332-7143
Texas New Mexico Power		888-866-7456 option 2
AEP		1-866-223-8508
Direct Energy	October 2, 2017	1-855-200-3748
Victoria Electric Coop		361-573-2428
Champion Energy	September 30, 2017	1-877-653-5090
Nueces Electric Cooperative		1-800-632-9288

**Will I be charged for temporary disconnection/reconnection?** Fees for disconnection and reconnection are waived where needed in order to repair structures damaged by the disaster.

**We weren't using electricity due to evacuation. Why does my bill look high?** Electric providers can base your bill on estimated use; this should be noted on your bill. Look at the PUC's information page about [charges on your electric bill](#). Ask your utility company to give you accurate billing information rather than estimated use.

**What if I can't pay in person/by mail?** If you are in a declared disaster area, fees for online payment or by phone are waived. If you usually pay by mail, check the USPS website for [service disruption alerts](#) and to see if your [post office is open](#). Or, sign up for the USPS [hold mail service](#). Contact the USPS at 1-800-275-8777.

**Can I get help paying my electric bill?** Maybe. It depends on your eligibility and available resources. Contact the [Texas Low Income Home Energy Assistance Program](#) or one of these organizations:

Organization	Counties Served	Phone
<a href="#">Nueces Co. Community Action Agency</a>	Nueces	361-883-7201
<a href="#">Galveston Co. Community Action Council</a>	Galveston and Wharton	409-765-7878
<a href="#">Catholic Charities</a>	Harris, Galveston	1.866.649.5862
<a href="#">Fort Bend Co. Social Services</a>	Fort Bend	281-238-3502
<a href="#">Baker-Ripley</a>	Harris	713-667.9400
<a href="#">Crisis Assistance Center</a>	Montgomery	936-539-9211
<a href="#">Community Action Corp. of South Texas</a>	Aransas, Brooks, Duval, Jim Hogg, Nueces, Starr, Willacy, Bee, Cameron, Hidalgo, Jim Wells, Kleberg, San Patricio, Webb, Zapata	361-664-0145
<a href="#">Community Action Council of South Central Texas</a>	Atascosa, Bandera, Comal, Dimmit, Edwards, Frio, Gillespie, Guadalupe, Karnes, Kendall, Kerr, Kinney, LaSalle, Live Oak, Maverick, McMullen, Medina, Real, Uvalde, Val Verde, Wilson, and Zavala	830-303-4376
<a href="#">Community Action Committee of Victoria</a>	Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, Victoria	361-578-2989

**DISASTER RELIEF**