

# Energy Assistance Program

## 1. Who qualifies for the electric discount?

Customers are eligible for the electric discount when:

- Their total household incomes are not more than 125% of federal poverty guidelines reflecting household size and income level needed to qualify), or
- The applicant participates in one of the following programs :
  - Food Stamps
  - Medicaid

## 2. How is my eligibility for a discount determined?

Eligibility for the telephone and electric discount is determined based on information provided to us by the Health and Human Services Commission (HHSC) or a self-enrollment application provided by you, along with information provided by your telephone and retail electric provider.

If you receive benefits from a qualified program you will not have to apply for the discount. **Telephone Company Only: If a member of your household receives benefits from a qualified program you will not have to apply for the discount.** Information provided by HHSC is compared to the same information provided by the telephone companies and retail electric providers. If the information matches, we will instruct your telephone company and retail electric provider to apply a discount to your bill.

## 3. What are eligible sources of income?

Eligible sources of income include:

- Salary (gross)
- Public Assistance Benefits
- Social Security Payments
- Pensions
- Unemployment Compensation
- Veteran's Benefits
- Inheritances
- Alimony
- Child Support Payments
- Worker's Compensation Benefits
- Gifts
- Lottery winnings

Sources for income that do not need to be included:

- Student Financial Aid
- Military Housing
- Cost of Living Allowances
- Income from occasional small jobs

4. If I don't receive benefits from a qualified program, can I get the discount?

Yes, you can receive the discount if your total household income falls within the program guidelines as follows:

Lifeline (Telephone Discount) - Household incomes may not be more than 150% of the federal.

LITE-UP (Electric Discount) - Household incomes may not be more than 125% of the federal poverty guidelines.

5. Do I need to send my documentation to anyone's attention?

No, only if you are instructed to do so.

Normally you must mail your application and the related documentation to:

LITE-UP TEXAS

1779 Wells Branch Parkway, Ste. 110B #357

Austin, TX 78728-7022

6. How much is the discount?

Telephone Discount: This program reduces the basic monthly telephone rates by as much as \$7 and waives the federal subscriber line charge each month. Qualifying customers may also receive an installation discount equal to ½ of the cost (up to \$30 max) associated with installing a single primary line.

Electric Discount: 20% off of the rate for the Provider of Last Resort in your territory. This should equal a little more than 20% off of the electric charges on your electric bill excluding taxes and fees.

7. When will I begin receiving the discount?

The discount should appear on the bill within 30-60 days after your application has been approved or LITE-UP TEXAS has been notified of your enrollment in an applicable HHSC program, provided that the information results in a match with your telephone and/or electric information.

Your eligibility is determined at the end of each month, and the telephone companies and retail electric providers are notified of your eligibility during the first few days of each month. Your discount should appear on the next bill after your telephone company and/or retail electric provider is notified.

8. Is the discount retroactive? The discount is not retroactive

9. Why does it take so long?

It should not take more than 60 days for you to receive the discount after your self-enrollment application is approved.

However, to receive the discount, your application must contain all information requested and then be reviewed and processed. The telephone and retail electric providers are notified of your eligibility at the end of each month. Once they receive this notification your provider must then place the discount on your next bill which may be 1-29 days from when they receive notification, depending on the billing cycle.

If you send in an application we will review the documentation you provided. In order for your application to be approved, you must have provided the following information:

- A signed application
- A complete copy of your telephone bill
- A complete copy of your electric bill
- Proof that you are enrolled in a qualified program. OR;
- Documentation showing your total household income

If your application is approved for eligibility, then information provided in your application is compared to the same information provided by the telephone companies and retail electric providers. If the information matches, we will instruct your telephone company and retail electric provider to apply a discount to your bill.

- The process of determining your eligibility for the discount takes place once a month. The information we provide to the telephone companies and retail electric providers to apply the discount to your bill is sent during the first few days of each month. They will then apply the discount to your bill and you should receive it in your next bill.

10. I receive a qualified benefit. How come I am not receiving a discount?

The most likely cause is that the information provided to us by the Health and Human Services Commission (HHSC) does not match the information provided by the telephone and electric company.

Contact your HHSC case worker to make sure that your information such as your name, address, and telephone number are up to date. If you moved or changed your telephone number after you originally applied for a qualified benefit, this information may be out of date. Ask the HHSC case worker to update the information in their system

11. I applied several months ago. Why am I not receiving my discount?

The most likely cause is that the information provided to us by the Health and Human Services Commission (HHSC) does not match the information provided by your telephone company and/or retail electric provider.

Contact your HHSC case worker to make sure that your information such as your name, address, and telephone number are up to date. If you moved or changed your telephone number after you originally applied for a qualified benefit, this information may be out of date. Ask the HHSC case worker to update the information in their system.

12. Why am I no longer receiving the LITE-UP Texas "Electric" discount?

The most likely cause is that the information provided to us by the Health and Human Services Commission (HHSC) does not match the information provided by your telephone company and/or retail electric provider.

Contact your HHSC case worker to make sure that your information such as your name, address, and telephone number are up to date. If you moved or changed your telephone number after you originally applied for a qualified benefit, this information may be out of date. Ask the HHSC case worker to update the information in their system.

13. The electric discount is only applied to your bill for: May, June, July, August, and September 2008; and May, June, July, and August 2009.

14. I received a letter that says my application has been denied (does not qualify to receive a discount).

The application may have been denied because:

**Telephone Discount:**

- There is not a member of the household that is eligible for at least one of the qualified State programs.
- Household income is more than 150% of federal poverty guidelines reflecting household size and income level to qualify.

**Electric Program:**

- The applicant is not eligible for at least one of the qualified State programs.
- Household income is more than 125% of federal poverty guidelines reflecting household size and income level to qualify.

If you have additional information that will prove you are eligible, you can send that information into LITE-UP TEXAS. The income levels are set by the Federal government. If at a later date your income changes, you should reapply.

*Note: Because the income guidelines for the electric and telephone discounts are different, you may qualify for a telephone discount but not the electric discount*

15. I received a rejection letter or insufficient data notice. What do I have to do at this time to get the discount?

If you received a rejection letter, you will need to provide the missing information in order for your application to be approved.

- If you were missing a signature on your application, you will need to re-submit your application with the appropriate signatures.
- If you were missing documentation, you should send in the documentation showing eligibility for a qualified program or income documentation.

The supporting documentation that is being asked for in the rejection letter should be sent to the address supplied in the letter. You should include a copy of the rejection letter in your response to us.

16. Can I appeal a rejection?

Yes, you can contact LITE-UP TEXAS by providing a letter explaining why you believe the decision is incorrect. This letter should be sent to:

LITE-UP TEXAS  
1779 Wells Branch Parkway, Ste. 110B #357  
Austin, TX 78728-7022

If you do not agree with the SECOND eligibility determination, you may contact the Public Utility Commission of Texas at 1-888-782-8477.