

Certification Letter for  
Victim of Family Violence Waiver for  
Electric and Telephone  
Service Deposit

This form serves to certify the person listed below is a victim of family violence as defined by Texas Family Code §71.004, and therefore has demonstrated satisfactory credit for the purposes of establishing electric and telephone service per P.U.C. Substantive Rules §25.478 (a)(3)(D) and/or §26.24 (a)(1)(B)(iv). **Telephone service must be with a Dominant Certificated Telecommunications Utility.**

**Requirement of deposit must be waived for the below named customer for electric and/or telephone service.**

**Name:** \_\_\_\_\_

**Electric Service Provider & Account Number:** \_\_\_\_\_

**Telephone Service Provider & Account Number:** \_\_\_\_\_

The following Certifying Entity has determined that the above named Applicant is a victim of family violence as defined in Texas Family Code §71.004. **(Only one certifying entity is required.)**

Family Violence Center (Agency Name): \_\_\_\_\_

Treating Medical Personnel (Name of Organization): \_\_\_\_\_

Law Enforcement Personnel (Specify Division): \_\_\_\_\_

Office of Texas District or County Attorney (Specify Division): \_\_\_\_\_

Office of the Attorney General (Specify Division): \_\_\_\_\_

Texas Equal Access to Justice Foundation Grantee\* (Name of Grantee): \_\_\_\_\_

\*To locate free Civil Legal Services providers funded by the Texas Equal Access to Justice Foundation, go to: [www.teajf.org](http://www.teajf.org).

**By my signature, I certify that the above named Applicant has been determined to be a victim of family violence as defined in Texas Family Code §71.004 and I am qualified to make that determination.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Contact Number: \_\_\_\_\_

## **TEXAS RETAIL ELECTRIC PROVIDERS:**

Unless otherwise specified, the numbers provided below are FAX numbers.

<b>Company</b>	<b>Contact</b>
4Change Energy	(800) 346-1812
Acacia Energy, LLC dba Pay Go Power	(800) 895-1124
Alliance Power Company	(940) 716-9408
Ambit Energy	<a href="mailto:Cap@ambientenergy.com">Cap@ambientenergy.com</a>
Amigo Energy	(888) 548-7690
Champion Energy Services	(281) 653-5080
Cirro	(877) 619-0161 or <a href="mailto:depositoptions@usretailersenergy.com">depositoptions@usretailersenergy.com</a>
Clearview Electric Inc	(972) 546-9991
Conservice Energy	(435) 792-3303
Constellation NEW ENERGY	<a href="mailto:customeraretx@constellation.com">customeraretx@constellation.com</a>
Direct Energy, LP	(800) 251-5617 or <a href="mailto:depositoptions@directenergy.com">depositoptions@directenergy.com</a>
Discount Power	(877) 619-0111 or <a href="mailto:depositoptions@usretailersenergy.com">depositoptions@usretailersenergy.com</a>
Frontier Utilities	(866) 926-8193
Gexa Energy	(713) 961-7997
Green Mountain Energy Company	<a href="mailto:depositoptions@greenmountain.com">depositoptions@greenmountain.com</a> or (855) 583-3349
Hudson Energy Services	(866) 729-3822
IGS Energy	844-297-0629 or <a href="mailto:collections@IGS.com">collections@IGS.com</a>
Just Energy	call (866) 288-3105
NEC Co-Op Energy	(361) 387-2919
Payless Power	<a href="mailto:customerservice@paylesspower.com">customerservice@paylesspower.com</a>
Penstar Power	<a href="mailto:customercare@penstarpower.com">customercare@penstarpower.com</a>
Reliant Energy	(800) 563-0120 (toll free) or (832) 584-2630 (local) or <a href="mailto:depositions@reliant.com">depositions@reliant.com</a>
Smart Prepaid Electric	(888) 274-7415
Southwest Power & Light	(866) 577-0423
Spark Energy LP	<a href="mailto:customercare@sparkenergy.com">customercare@sparkenergy.com</a>
Stream Energy	(833) 275-0919
Tara Energy	<a href="mailto:enrollmentretention@taraenergy.com">enrollmentretention@taraenergy.com</a>
Texpo Energy	(866) 577-0423
TriEagle Energy	(833) 343-2722
TXU Energy	<a href="mailto:depositoptions@txu.com">depositoptions@txu.com</a>
Veteran Energy	(866) 346-1812
Xoom Energy Texas, LLC	(844) 335-9180 or <a href="mailto:protection@xoomenergy.com">protection@xoomenergy.com</a>

## **DOMINANT CERTIFICATED TELECOMMUNICATIONS UTILITIES:**

<b><u>DCTU</u></b>	<b><u>Fax Number</u></b>
AT&T	800-859-0018
Verizon	512-370-4275
Century Link	888-436-7836
Windstream	888-245-5821

## **RESOURCES FOR VICTIMS OF FAMILY VIOLENCE**

### **Link Up for Tribal Lands Program:**

The Link-Up for Tribal Lands program significantly reduces the cost of installation of telephone service if you live on federally approved tribal lands. The customer must request the Link-Up discount from the telephone company when they are seeking new service or moving. For more information go to:

<http://www.puc.texas.gov/consumer/lowincome/Assistance.aspx>

### **Waivers of Deposit for Gas Service:**

Waivers of deposit for gas service are also available to victims of family violence. To receive a waiver form, call the Texas Council on Family Violence at: (800) 525-1978 or you may download the form at:

[https://tcfv.org/wp-content/uploads/gas\\_service\\_deposit\\_waiver.pdf](https://tcfv.org/wp-content/uploads/gas_service_deposit_waiver.pdf) (English) or

[https://tcfv.org/wp-content/uploads/gas\\_service\\_deposit\\_waiver\\_spanish.pdf](https://tcfv.org/wp-content/uploads/gas_service_deposit_waiver_spanish.pdf)  
(Spanish)

*Developed by:*

Texas Council on Family Violence in coordination with the  
Public Utility Commission of Texas and the Texas Legal Services Center  
Updated 07/25/2024