

**UTILITIES / 5 MIN READ / OCTOBER 2026**

Navigating Texas LIHEAP: A Step-by-Step Guide to Utility Help

Find the right local provider, prepare your information, and follow through on an application.

A utility bill can become urgent before you have time to understand the assistance system. Take two tracks at once: contact your utility about the account, and contact an assistance provider about possible help. An application for assistance does not, by itself, guarantee that service will stay on.

Understand the names before you apply

LIHEAP is the federal Low Income Home Energy Assistance Program. In Texas, the Comprehensive Energy Assistance Program, or CEAP, uses LIHEAP funding for energy assistance and related education. Local organizations administer CEAP across Texas. You generally work with the provider serving your area, rather than applying to TDHCA for an individual payment. [1,2]

USE THE CURRENT APPLICATION ROUTE

TDHCA says the old Texas Utility Help website is closed. Use Help for Texans to locate the current utility assistance provider for your city or county. Do not rely on an old link that promises an open statewide application. [3]

Step 1. Write down the urgent details

Find your utility bill and any disconnection notice. Note the account holder, account number, amount due, due date, and scheduled disconnection date. If service is already off, tell both the utility and the assistance provider immediately.

Ask the utility which payment arrangement or hardship options are available for your account and what action is needed before the deadline. Confirm the exact terms, payment amount, fees, and effect on disconnection. Do not assume a hold has been placed unless the utility confirms it.

Step 2. Find the provider for your location

Open TDHCA's Help for Texans page. Select "Utility Bill Payment Help," enter your county or city, and choose "Find help." Contact the listed organization directly. Providers may have limited funding or appointment capacity. [2]



Step 3. Ask the questions that prevent delays

FIRST CALL SCRIPT

"I live in [county] and need help with [electricity or gas]. My amount due is [amount] and my disconnection date is [date, if any]. Are you accepting applications for my area? How do I apply, which documents do you need, and how should I flag an urgent notice?"

Ask whether your utility and service type are covered. Do not assume that energy assistance also pays water or internet bills. Ask about separate programs or referrals for those bills. Request the current household-income rules, application method, response timeframe, and a follow-up contact.

Step 4. Build one application folder

Requirements depend on the provider and household. Common requests may include identification, proof of address, current utility bills, income information, household details, and a disconnection notice. Ask for the provider's exact checklist before spending time obtaining documents.

Prepare if requested	Clarify with the provider
Current bill and urgent notice	Is the bill in the right person's name?
Recent income information	Which dates and income sources are needed?
Household and address information	Which household members must be included?
No income / missing documents	Which alternative form or proof is accepted?

If your hours recently fell, explain that and ask what proof of the change is accepted. If you have no income, ask how to document it. Missing a conventional pay stub does not tell you which alternatives the agency will accept.

Step 5. Submit and keep a simple record

Use the agency's official application channel. Keep a copy of the application, confirmation number, submission date, and documents sent. Ask whether the application is complete and when you should check back. Read notices and respond to requests by the stated deadline.

For each call, record the name of the person you spoke with, what they said, and your next action. Continue checking the utility account while the request is pending. If the agency says payment is approved, confirm the amount, expected timing, and whether the utility has received it.



Step 6. If help is delayed or unavailable

Ask whether the problem is funding, an incomplete application, service-area rules, or eligibility. Ask about correcting missing information, requesting a review, future appointments, and other local referrals. If no listed provider can help, TDHCA recommends checking with your city or county about available assistance. [2]

Your utility-help checklist

- ☐ I know my balance, due date, and any disconnection date.
- ☐ I contacted my utility and recorded the exact arrangement, if offered.
- ☐ I found the provider serving my county or city.
- ☐ I confirmed current applications, covered bills, and document requirements.
- ☐ I kept my application copy and confirmation.
- ☐ I have a follow-up date and will check the utility account.

Track the two conversations separately

Contact	What was confirmed?	Next action / date
Utility company		
Assistance provider		
Backup referral		

An agency's application status and a utility's account status are different. Knowing both helps you avoid an unpleasant surprise. If there is an immediate safety concern, describe it when you call and ask about urgent local options; do not assume a program can respond the same day.

Reduce future pressure when possible

Ask whether weatherization assistance could reduce energy costs over time. Help for Texans also has a weatherization provider search. This is a separate process from resolving today's bill, and approval or improvements are not immediate. [2]

Choose one next action today: call the utility, locate the local provider, or gather the missing document. You do not need the entire process figured out to begin.



Find your next step

Use Breaking Boundaries TX to explore Utilities and Financial Assistance resources in your county, then contact the provider to confirm current application availability.

Open Breaking Boundaries TX

Assistance depends on current funding, eligibility, and provider rules. BBTX does not approve payments or arrange disconnection holds.

Sources and useful links

[1] [TDHCA - Comprehensive Energy Assistance Program](#)

[2] [TDHCA - Help for Texans provider search](#)

[3] [TDHCA - notice that Texas Utility Help is closed](#)

Prepared October 3, 2026. Program details and availability can change; confirm current information with the official agency or provider.