

**Harris County Community Services Department
Office of Social Services
Utility Appointments are made Monday through Thursday
Call for appointments
(713) 696 - 7900**

HAVE ALL INFORMATION READY FOR CASE MANAGER

Basic Information for Utility Assistance

Stand by clients are determined based on the following:

- Utility must already be disconnected *and* availability of staff.

NOTE: Stand-by waiting time will depend upon the amount of appointments scheduled that day.

- **Utility Bill (must be dated within the past 30 days)**
- Bill must be in applicant's name. Applicant must reside in household seeking assistance.

Note: *If a utility account is reported to us as "closed or in the process of final billing" then we will not be able to assist you.*

- **Current Picture Identification and Social Security card (Your ID must be current)**

You must have some form of government issued identification to verify you are the person whom you state you are. Copies of identification will NOT be accepted.

- **Citizenship status**

You must be a US Citizen or properly documented immigrant. If you were not born in the United States but your minor children (who live with you) were born in the United States, you must provide their original birth certificate.

- **House deed or lease agreement or housing contract**

- **Proof of current or most recent income and/or proof of past management of bills/rent**

Verification of **ALL** income must be provided for **ALL** household members who are receiving income. Income documentation must be verifiable. Income documentation may include, but not limited to, Social Security Disability award letters, TANF award letters, Food Stamp award letters, VA award letters, printouts from Texas Attorney General (child support), paycheck stubs, letter from employer, and letters from friends/family. If there is no income from a particular household member (who is 18 years or older), a certification of income form must be completed.

- **Current bank statement and/or receipts**

- **Verification of other assistance**

If you are currently receiving assistance from another agency/or organization, please provide proof of **ALL** pledges and assistance.

The Office of Social Services no longer assists with any prepaid utility bills.

The following income guidelines will be used to determine eligibility:

INCOME LEVELS*	HOUSEHOLD SIZE							
	1	2	3	4	5	6	7	8
Maximum income for eligibility	38,850	44,400	49,950	55,450	59,900	64,350	68,800	73,200

**Source: U.S. Department of Housing and Urban Development March 6, 2015.*