

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:**

4Change Energy	(855) 541-5603	Independence Energy	(855) 532-4986
Acacia Energy, LLC dba Pay Go Power	(866) 302-3102	Infinite Energy	(866) 427-7845
Accent Energy	(800) 947-8683	Just Energy	(866) 548-7690
Affordable Power Plan, LP	(888) 456-2085	Kona Energy	(888) 739-6207
Alliance Power Company	(877) 879-3921	Liberty Power	(877) 772-2354
Ambit Energy	(877) 805-5606	MP2 Energy Texas	(855) 824-9920
AmeriPower, LLC	(877) 335-0180	New Leaf Energy	(866) 899-6663
Amigo Energy	(888) 835-6359	NextEra Retail of Texas	(866) 651-4392
Andeler Power	(866) 578-2358	Nueces	(866) 206-7252
APNA Energy	(877) 728-2762	OnPAC Energy	(866) 696-6755
Apollo Power and Light	(855) 750-5540	Our Energy, LLC	(888) 545-4687
Beneficial Power LLC	(855) 750-5540	Pennywise	(877) 619-0161
Bounce Energy	(888) 801-6681	Penstar Power	(866) 343-3445
Brilliant Energy, LLC	(877) 789-8806	Potentia Energy, LLC	(877) 669-7683
Champion Energy Services	(877) 653-5080	Prier Energy	(877) 243-1274
Cirro	(866) 691-1911	Proton Energy	(817) 953-7012
Clearview Electric Inc	(866) 366-8357	Reach Energy LLC	(866) 580-1194
Compassion Energy	(855) 600-3861	Reliant Energy	(800) 563-0120
Conservice Energy	(877) 815-4415	Smart Prepaid Electric	(888) 603-7415
Constellation Energy Power Choice	(866) 331-5551	SmartCom Energy Services, LLC	(855) 771-7401
Constellation NEWENERGY	(888) 635-0827	Source Power and Gas LLC	(888) 557-1296
CPL Retail Energy, LP	(866) 899-6663	Southwest Power & Light	(866) 941-7975
Direct Energy, LP	(866) 899-6663	Spark Energy L.P.	(877) 374-8007
Discount Power	(877) 816-1396	StarTex Power	(866) 477-8576
Dynowatt	(800) 947-8683	Stream Energy	(866) 544-0691
Electric Now dba E-NOW, LP	(800) 684-3874	Summer Energy	(888) 594-9350
ENCOA	(855) 288-7709	Tara Energy	(888) 603-7415
Energy Plus	(866) 857-8014	Texas Power	(855) 698-9797
Entrust Energy	(800) 871-7988	Texpo Energy	(877) 839-7657
First Choice Power	(866) 899-6663	Trietagle Energy, L.P.	(866) 434-2314
Frontier Utilities	(866) 926-8193	TrueSmart Energy	(800) 861-4983
Gexa Energy	(866) 517-4427	TXU Energy	(866) 245-0087
Glacial Energy of Texas, INC.	(888) 452-2425	V247 Power	(855) 215-9090
Green Mountain Energy Company	(888) 307-2674	Veteran Energy, LLC	(855) 477-1346
Hino Electric Power Co.	(877) 446-6797	WTU Retail Energy, LP	(866) 899-6663
Hudson Energy Services	(866) 483-7664	Xoom Energy Texas, LLC	(855) 611-8709
Iluminar Energy, LLC	(877) 815-4415	YEP Energy	(866) 937-5937
		Young Energy, LLC	(800) 783-7685

## **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:

<http://www.tcfv.org/pdf/Waiver%20of%20Gas%20Service%20Deposit.pdf>.

*Developed by:*

Texas Council on Family Violence in coordination with the  
Public Utility Commission of Texas and the Texas Legal Services Center  
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