

Information about Rent and Utilities During Coronavirus

RENTER INFORMATION:

- If you rent your primary residence and are unable to make your full rent payment, here are some tips to navigate this situation:
- Your first priority should be to contact your landlord and discuss payment options:
- The earlier you have this discussion, the better
- It's best to offer at least a partial payment if possible
- Develop a plan to repay all rent owed and get the plan in writing
 - Example: Skip one month and spread that missed payment over the subsequent six months
- Remember that your landlord also needs income; approach with empathy and humility
- Financial assistance may be available through:
- [United Way of Metropolitan Dallas](#)
 - 214-978-0000—info@unitedwaydallas.org
- [American Red Cross](#)
- North Texas — 512-928-4271
- [Catholic Charities](#) 866-223-7500
- [Metro Dallas Homeless Alliance](#) —972/638-5600
- [Dallas County Health and Human Services](#)
- [Interfaith Dallas](#)— 214/827-7220
- [Dallas Housing Crisis Center](#)—214/828-4244
- Lastly, be aware that the Texas Supreme Court has halted most evictions until April 30, 2020
- Certain counties have extended this beyond April 30
 - Dallas County has extended this through May 18
 - Tarrant County has extended this indefinitely (no end date defined)
 - Collin County has extended this through May 8
- You can still be issued a notice to vacate by your Property Manager for non-payment of rent, which is an indication that they will pursue eviction once that option becomes available. Speaking with your landlord is always the best course of action.

Helpful Link:

CNBC – [What To Do If You Can't Make Your Rent or Mortgage Payments](#)

UTILITIES:

Coronavirus Electricity Relief:

- 1 The Texas Public Utilities Commission enacted a plan to suspend water, sewer and electricity disconnections for those in financial distress as a result of coronavirus.
 - People who have lost employment or significant income can receive reduced bills or deferred payment plans.
 - To ensure your power is not disconnected or request reduced or deferred payment, call 866-454-8387 or go to [Electricity Relief](#). For more details, [click here](#).
 - In addition, most utility providers are offering assistance to customers impacted by coronavirus.
 - You can reach out directly to your utility provider and they will discuss options for payment



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deferral, rate reductions, plan changes, etc.

General Assistance Programs:

There are several programs that help people pay their electricity bills, including:

- [Texas Comprehensive Energy Assistance Program \(“CEAP”\)](#) is a utility assistance program designed to assist low income households. In order to qualify, you must meet the annual household income requirements.
- To apply, call 877-399-8939 or [click here](#)
- [Weatherization Assistance Program \(“WAP”\)](#) assists with the weatherization of the homes of low-income elderly and disabled adults and families.
- To qualify, you must meet income requirements similar to CEAP above. To apply, call 888-606-8889 or go to [Weatherization Assistance Program \(WVP\)](#)
- [Low Income Home Energy Assistance Program \(“LIHEAP”\)](#) assists eligible low-income households with their heating and cooling energy costs, bill payment assistance, energy crisis assistance, weatherization and energy-related home repairs. To apply, call 866-674-6327 or go to [LIHEAP](#)
- [Map State and Territory Contact Listing | Office of Community Services](#)

Helpful Links:

[PDF TX Public Utility Response to Coronavirus](#)

Reduce your utility rate by changing plans or providers. To compare provider rates

Visit [Choose Texas Power](#) to compare provider rates.

[The Top 10 Ways to Save Energy in 2020](#)

[211](#)

[Dallas County bill paying assistance programs](#)

