

# Memorandum



CITY OF DALLAS

DATE August 11, 2023

TO Honorable Mayor and Members of the City Council

SUBJECT **Texas Utility Help Program**

The Low-Income Housing Water Assistance Program (LIHWAP) and the Low-Income Home Energy Assistance Program (LIHEAP) provide financial assistance to qualified Texas homeowners and renters who meet the low-income requirements. The programs initially set to close September 30<sup>th</sup> have been extended to December 29, 2023. Eligible expenses include electricity, gas, propane, water, and wastewater fees.

Dallas Water Utilities (DWU) partnered with the State of Texas and Dallas County on the programs administered by the Texas Department of Housing and Community Affairs (TDHCA). The State of Texas launched Texas Utility Help for low-income homeowners and renters to apply for financial assistance for utility bills under these programs. Texas Utility Help began accepting applications in July 2022. Customers may apply for these programs at [texasutilityhelp.com](https://texasutilityhelp.com) or calling (855) 566-2057 or Dallas County at 214-819-1848. Assistance is available in multiple languages.

To date, DWU has received funding assistance for over 2,900 customers. Qualified customer accounts may receive payments up to the total amount due to avoid disconnection, to reconnect service or to pay a current or future bill.

Dallas Water Utilities (DWU) continues to encourage customers to call DWU Customer Service at 214-651-1441 Monday through Friday from 8 a.m. to 5 p.m. to set up a payment plan to avoid late fees and water disconnection. Staff is available to assist DWU customers with developing a payment plan that fits their budget. Our goal is to help customers to maintain this essential service and help in any way possible during this period of hot temperatures and low precipitation.

A handwritten signature in black ink, appearing to read 'Kimberly B. Tolbert'.

Kimberly Bizzor Tolbert  
Deputy City Manager

c: T.C. Broadnax, City Manager  
Tammy Palomino, Interim City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors