

The Public Utility Commission of Texas today voted to adopt an Electricity Relief Program.

*Great News Pronto Power customers.
Finally there will be some relief and assistance coming in the form of “COVID-19 Electricity Relief Program.”*

PUCT statement:

“Customers at risk of disconnection because of COVID-19-related unemployment should first contact their Retail Electric Provider to request a deferred payment plan.

Information will be forthcoming on how to enroll in the COVID-19 Electricity Relief Program under which service disconnections can suspended for up to six months.

REPs who forego disconnecting customers certified as experiencing COVID19-related hardship.”

What does this mean?

Means you will need to call and register to make sure you certified. Please call **866-454-8387**, press 4, and press 4 one more time COVID-19 Electric Relief Program.

What are the benefits?

The state will help with customers’ bills and customers who are certified will be protected from disconnections.

Does my name need to match my account?

If your name with Pronto Power is spelled incorrectly, under your maiden name, and you use your marriage name, you may need to contact Pronto Power to correct it immediately.

Pronto Power customers, there is no time to wait. Start calling immediately. That number again is **866-454-8387**; press 4 once, then press 4 again.