

Foundation Communities Utility Assistance FAQ

FC Utility Assistance is *not guaranteed*, even for those who qualify. We receive more requests every month than we have funds to fulfill them. Please continue to look for ways to pay your utility bills.

Who qualifies?

- Households that experienced a financial emergency or loss of income that impacted the ability to pay their utility bill and can provide their **most recent** City of Austin utility bill.
- Households that have not exceeded the limit of **4** separate instances of utility assistance or **cap** of \$1,500 in one calendar year.
- Households that are in good standing with the leasing office.

Who is *not* eligible for utility assistance?

- Households that owe a utility deposit. Utility assistance **cannot** be used for a deposit.
- Households who have previously been charged with meter tampering.
- SRO residents are not eligible because their utilities are included in rent.
- North Texas residents are not eligible because they are not City of Austin utility customers.
- FC employees are not eligible for utility assistance.
- Households that are unable to provide their most recent City of Austin utility bill.

When can I apply?

Applications for utility assistance are accepted and processed as funding allows and with resident need.

How much assistance can I get?

You can receive utility assistance up to 4x a year or a total of \$1,500 every 12 months- whichever comes first. The **maximum amount** per request (unless you have been issued a shut-off or disconnect notice) is **\$250**. Utility assistance **will not** be posted to your account as a credit. Austin Energy will only accept a pledge to bring your balance to \$0.

What documentation do I need to provide?

Your City of Austin utility bill must be the most recent copy you have received. Electronic copies and photos of documents are acceptable.

How soon is the financial assistance processed?

Pledges are typically submitted Mondays, Tuesdays and Wednesdays to ensure prompt processing, but can be submitted later in the week if necessary. Clients can call the City of Austin utilities at 512-494-9400 to check if their bill has been paid or wait for confirmation the following week after payout confirmations to Foundation Communities.

What if I'm not eligible or funds are not available?

The Austin Energy Plus 1 program provides emergency funds to multiple nonprofit organizations throughout Austin. If FC has run out of funds, other organizations may still have funds available! You can see other organizations on Austin Energy's Plus 1 list [here](#).

Please contact us if you have more questions or to apply.

Call the Prosper Centers at 737-717-4000 or email our Financial Case Manager at assistance@foundcom.org