



**\*UNFAVORABLE BEHAVIOR  
WILL NOT BE TOLERATED  
AND COULD BE SUBJECT TO  
DENIAL OF SERVICES\***

## 2023 Utility Assistance- Necessary Documents

The Comprehensive Energy Assistance Program (CEAP) is a utility assistance program here at Panhandle Community Services that serves the top 26 counties of the Texas Panhandle. It is meant to help low-income households with their energy needs and to educate clients on controlling their usage through energy education. The Utility Assistance Program **IS NOT** an "Entitlement" Program.

### Copies of Proof of Citizenship – Must have **one** of the following for each member of the household



- **U.S. Birth Certificate:** Must be a State issued Vital Statistics Birth Certificate. If you need assistance obtaining a **TEXAS State Vital Statistics Birth Certificate**, contact Panhandle Community Services **one week** before your scheduled appointment. All other states must contact their home state’s vital statistic office for birth certificates.
- **U.S. Passport:** Must be a current and valid passport.
- **Certificate or Naturalization of U.S. Citizen Ship**
- **Immigration Status:** (At least one family member, residing in the home, must be a U.S. Citizen). Include Permanent Resident Card, Resident Alien Card, or Immigration Documents.



### Copies of Proof of Identity – Needed for ALL members

- **Members 18 years of age and older:** Federal or State Government Issued ID.
- **Member UNDER 18 years of age:** Vital Statistics Birth Certificate & School Records.
- **Social Security Card:** If applicable.



### Copies of Proof of Income – Needed for ALL members 18 years of age and older

- **Employment Check Stubs:** All check stubs for wages within 30 days range of your appointment date.
- **Social Security/SSI/SSDI Award Letter:** Letter must be for current year. Bank Statements are **NOT** accepted.
- **VA Retirement/Disability Letter:** Must be for current year. May be obtained at [www.ebenefits.va.gov](http://www.ebenefits.va.gov)
- **Child Support Statement:** Must be a current statement. May be obtained at [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov)
- **Unemployment Benefit/Worker’s Compensation:** Printed page from the Claim & Payment Status of your online log-in for Unemployment Benefits. May be obtained at [www.twc.texas.gov](http://www.twc.texas.gov)
- **Other Income:** Cash payment receipts, Self-Employment Wages, TANF for current year, HUD Utility Reimbursement Letter for current month, Private Pension Documents for current year, etc.



### Copies of Utility Bills – Include front and back side copies of gas, light, and water bill

- **NOTE:** It is the **applicant’s responsibility** to seek arrangements with their utility provider(s) for unpaid past due amount before their scheduled appointment.
- **Current Electric, Gas/Propane, Water Bill:** Statement must be within 30 days of your appointment.
- **Bills must be UNPAID and ACTIVE.**
- **ONLY ACTUAL BILLS ACCEPTED:** Screenshots from an online portal or account summary are unacceptable.
- Water Assistance only available in select areas.



### Other:

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