COVID-19 Financial Relief Options

The health and well-being of our customers are a top priority at VOLT. If you are suffering financially due to the COVID-19 pandemic, below are some financial aid options.

COVID-19 Electricity Relief Program

The state of Texas has created the COVID-19 Electricity Relief Program to help Texans who are in financial distress due to the COVID-19 outbreak. VOLT residential customers who are low-income and/or unemployed as a result of COVID-19 and are having trouble paying their electricity bill may be eligible for financial relief and up to six months of disconnection protection through the COVID-19 Electricity Relief Program. Eligibility is not determined by VOLT, but by Solix, a third-party administrator chosen by the state of Texas.

- It’s easy to apply –

How can you apply?

Through the website at https://www.txcovid19erp.org/ or by calling 1-866-454-8387.

What do I need to qualify?

You will qualify to receive aid if you receive assistance through SNAP or Medicaid, or if you've filed for unemployment with the Texas Workforce Commission.

What information will I be asked to provide on the call?

Required information:

- First and Last Name of the person associated with your VOLT account
- Service address with city and zip code

Optional Information (highly recommended to ensure we match your account):

- VOLT Account number (found on your electricity bill)
- ESI ID number (found on your electricity bill)
- Last four social security digits of the person associated with your VOLT account
- Telephone number associated with your Volt account
What information will I be asked to provide to Solix after the call?

Required information:

- A copy of your unemployment acceptance from Texas Workforce Commission
- A copy of your VOLT electricity bill so Solix can ensure the information in their database matches the VOLT account information you provided (accessible 24/7 in your online account)
- Submit the copy of acceptance and electricity bill within 30 days of calling Solix via:
  - Fax: 1-877-215-8018
  - Mail: P.O. Box 4060, Killeen, Texas 76540-4060
  - Email: TX_COVID-19ELECTRICITY_RELIEF@SOLIXINC.COM

Do I need to call VOLT after enrolling?

Yes, contact us before your payment due date so we can work with you on a payment arrangement. We encourage you to continue making payments in whatever amount possible

Payment Extensions

You may be eligible for a payment extension. To learn more, please call us to discuss with a VOLT customer service representative. If granted an extension, you will be allowed extra time beyond your original due date to pay your balance without fear of disconnection. However, you may be assessed a disconnection notice fee (if you received a disconnection notice) and a late fee unless you are successfully enrolled into the COVID-19 Electricity Relief Program. If you received a disconnection notice, you must request a payment extension prior to the disconnection date listed in the notice.

Deferred Payment Plans

You may be eligible for a deferred payment plan, which allows you to pay the balance you owe in installments along with your regular monthly bills. On a deferred payment plan, you are typically expected to pay 50% of what you owe upfront and the balance in installments along with your next few current monthly bills (invoices). If you agree to a deferred payment plan, you will not be able to switch to another electricity provider until your deferred balance is paid in full. If you received a disconnection notice, you must request a deferred payment plan prior to the disconnection date listed in the notice.

Please contact us if you need further information or by sending an email to info@voltep.com.