

| Cell Phone/Internet/Utilities                                  |                |  |  |
|--|----------------|--|--|
| Organization   | Contact        | Website  | Notes/Overview   |
| <b>City of Georgetown Customer Assistance Programs</b>         |                | <a href="https://georgetowntexas.gov/utilities/customer_care/customer_assistance_programs.php">https://georgetowntexas.gov/utilities/customer_care/customer_assistance_programs.php</a><br><br>The Caring Place<br><a href="https://www.caringplacetx.org/">https://www.caringplacetx.org/</a><br>(512) 943-0700 | <p><b>The Good Neighbor Fund:</b><br/>           The City of Georgetown is proud to sponsor the Good Neighbor Fund, a program to assist eligible customers who are having difficulty paying their utility bills. <u>This fund is administered by The Caring Place.</u><br/>           If you wish to contribute to the Good Neighbor Fund you can set up participation</p> <p><b>Utility Bill Penalty Waiver:</b><br/>           A customer who is disabled, or who is 60 years of age or older, may request, a standing waiver of the late penalty, for utility payments made after the due date.<br/>           The customer's disabled status must be verified by an Award Letter from the Social Security Administration. This waiver applied only to the account holder or their spouse.<br/>           Apply through your online CSS portal account, under Requests.</p> <p><b>Low Income Discount</b><br/>           The City of Georgetown offers a low-income discount for residential customers who provide proof of participation in the Medicaid Program by a permanent resident in the household.<br/>           The discount is 30% off the water base rate, 30% off the electric base rate, and 20% off the wastewater rate per billing cycle. The customer's usage is not eligible for a reduction.<br/>           Apply through your online CSS portal account, under Requests.</p> |
| <b>Catholic Charities of Central Texas</b>                     | (512) 651-6100 | <a href="https://ccctx.org/">https://ccctx.org/</a>  | <p>Catholic Charities of Central Texas is pleased to assist Williamson County individuals and families who have difficulty in paying their utility bills.<br/>           For the health and safety of our community, Catholic Charities will offer utility assistance remotely via email and phone. They will require a current copy of the utility bill (in your name) and photo ID.</p>  |
| <b>Opportunities for Williamson and Burnet Counties (OWBC)</b> |                | <a href="https://owbc-tx.org/community-services-online-application/">https://owbc-tx.org/community-services-online-application/</a>  | <p>Opportunities for Williamson and Burnet Counties administers the Comprehensive Energy Assistance Program (CEAP) which is designed to assist low-income households in meeting their energy needs. Customers are also given opportunities to learn how to control energy costs now and in the future.</p>   |
| <b>Hill Country Community Action</b>                           | 1-866-372-5167 | <a href="https://hccaa.com/energy-assistance/">https://hccaa.com/energy-assistance/</a>  | <p><b>CEAP Program</b> - Energy Assistance - Utility Companies: Atmos, Pedernales, TXU, Reliant, Heart of Texas Electric Coopertive, and Central Texas Electric COOP</p>   |

|  |   |   |   |
|--|---|---|---|
| <b>Qlink</b>   |   | <a href="https://www.freegovernmentphones.org/state/texas/tx-providers.shtml">https://www.freegovernmentphones.org/state/texas/tx-providers.shtml</a> | Government Benefit Program. Q Link Wireless is a leading Cell Phone Service provider through the federal Lifeline, offering FREE monthly Data, Talk and Text to eligible customers. Qualify for FREE service by being a part of government benefit programs like Food Stamps (SNAP), Medicaid, and more.  |
| <b>Lifeline Assistance Phone Program</b>                 | 1-888 321-5880  | <a href="https://www.assurancewireless.com/lifeline-services/what-lifeline">https://www.assurancewireless.com/lifeline-services/what-lifeline</a>     | Assurance Wireless provides eligible consumers with free monthly data, unlimited texting, free monthly minutes plus a free Smartphone.  |
| <b>Georgetown Library</b>                                | 402 W. Eighth St.<br>Georgetown, TX 78626<br>512-930-3551 | <a href="https://www.georgetowntexas.gov/library/">https://www.georgetowntexas.gov/library/</a>   | Access to the computer workstations is available on a first-come, first-served basis. While we do have filters on our computers, Georgetown Public Library assumes no liability or responsibility for what is viewed by patrons, or is left on the screen to be viewed by a subsequent patron. Restriction or supervision of a child's access to the internet is the responsibility of the parent or guardian. Viewing choices should be appropriate for library users of all ages. Should complaints be made regarding internet usage, Library staff members are authorized to end a user's session. |
| <b>Texas Department of Housing and Community Affairs</b> | 1-855-566-2057<br>M-F 8am-6pm                             | <a href="https://www.tdhca.texas.gov/help-for-texans">https://www.tdhca.texas.gov/help-for-texans</a>   | <b><u>Refer to Opportunities for Utility assistance.</u></b>  |