



Texas Gas Service Cares

Para español, haga clic [aquí \(https://www.texasgasservice.com/cares-sp\)](https://www.texasgasservice.com/cares-sp).

During this ongoing coronavirus (COVID-19) pandemic, we understand the difficulties customers are facing. Below you will find a collection of options and resources available to you that provide both different ways to manage your natural gas account and get help paying your bill.

Having difficulty paying your bill? We can help.

There are a several ways to work with us on paying your bill.

Call us at **800-700-2443**. Our customer service representatives are available (Monday-Friday, 7 am - 7 pm CT) to help discuss payment options and share available financial resources during this difficult situation.

Low Income Home Energy Assistance Program (LIHEAP) & Comprehensive Energy Assistance Programs (CEAP)

LIHEAP is a federally funded program that provides low income home energy assistance. The funds are distributed among several programs including the Comprehensive Energy Assistance Program (CEAP). In order to apply for CEAP assistance, you will have to contact a participating community action agency. Texas has multiple agencies throughout the state that qualify residents and distribute funds. You can dial (877) 399-0000 or 811, or visit www.811Texas.org (<http://www.811Texas.org>) to

Please note: Having an online Texas Gas Service account may help speed up the documentation part of the process. Your online account will display a graph showing the annual consumption as well as access to previous statements that are downloadable. All of which will be needed for your CEAP application.

Apply for aid through our Share The Warmth program

Share The Warmth provides energy assistance to those whose immediate financial resources simply cannot cover their home heating expenses. To receive help in paying your natural gas bills through the Share The Warmth program, contact one of the agencies below:

Austin customers:

- **Travis County Health & Human Services**
(<https://www.traviscountytexas.gov/health-human-services/community-centers>)
- **211** (<http://www.211texas.org/>)

El Paso customers:

- **Project Bravo** (<https://www.projectbravo.org/>)
- Phone: 855-300-6539
- Email: **contact@projectbravo.org**
(<mailto:contact@projectbravo.org>)
- **Amistad** (<https://www.projectamistad.org/amistadcares>)(Info and Application)
- (915) 298-7307

RGV customers:

- **Hidalgo County Community Services**
(<https://www.texasgasservice.com/www.hidalgocounty.us/1063/Community-Services-Agency>) 800-522-4021

All other customers:

- **Catholic Charities of Central Texas** (<https://www.ccctx.org/>)
- Phone: 833-853-2257
- Email: **financialstabilitygas@ccctx.org**
(<mailto:financialstabilitygas@ccctx.org>)

Additional Financial Resources for COVID-19

Low Income Home Energy Assistance Program (LIHEAP) & Comprehensive Energy Assistance Programs (CEAP)
(<https://www.texasgasservice.com/special-services/liheap>)

Texas Gas Service wants our customers to have all the resources necessary to get through these times, including bill pay assistance.

LIHEAP is a federally funded program that provides low income home energy assistance. The funds are distributed among several programs including the Comprehensive Energy Assistance Program (CEAP). CEAP is the program name used throughout Texas.

To review each program, find out which agency is in your area and apply, please visit our dedicated LIHEAP [page](https://www.texasgasservice.com/special-services/liheap) (<https://www.texasgasservice.com/special-services/liheap>).

Economic Impact Payment Information Center
(<https://www.irs.gov/newsroom/irs-statement-on-getting-answers-to-economic-impact-payment-questions>)

Find out more about the **Economic Impact Payments** authorized by the Coronavirus Aid, Relief, and Economic Security Act (CARES Act).

The **Consumer Financial Protection Bureau** has compiled a list of available resources that may help protect your finances during the pandemic.



Financial resources for consumers

<https://www.consumerfinance.gov/coronavirus/#consumer>

If you are facing financial difficulties as a result of the pandemic, these resources can help protect and manage your finances.

Financial resources for small businesses

<https://www.consumerfinance.gov/about-us/blog/help-small-businesses-during-covid-19-pandemic/>

Are you a small business owner seeking assistance during the COVID-19 pandemic? These resources could help.

Seeking Different Ways to Pay Your Bill?

We offer several convenient payment methods to make paying your monthly bill easy. Whatever payment option you select, one thing will be the same: we are committed to bringing you the highest level of customer service.

Online

Pay on our website by electronic check, credit card or debit card. Register today! A "Guest Payment" option is now available as well so someone can make a payment on your behalf.

Mobile App

Pay bills, view payment history and more from the convenience of your smartphone with our mobile app. The app is available in both Apple® (<https://itunes.apple.com/us/app/texas-gas-service/id1000599640?mt=8>) and Android® app stores (<https://play.google.com/store/apps/details?id=com.texasgasservice&hl=en>). Download today!

Automatic Bill Payment Plan

Let us do the work for you. We will automatically withdraw funds from your checking or savings account each month to pay your bill. Never worry about missing a payment or being late on a payment after the bill due date. **To enroll, call 800-700-2443.**

Phone

Our interactive voice response system is available 24/7 – just call **800-700-**

Mail

You may mail your natural gas bill payment to: **Texas Gas Service, P.O. Box 219913, Kansas City, MO 64121-9913**. Please include the tear-off portion of your monthly statement and write your account number on your check.

Online Banking

Pay through your personal bank's online bill payment feature. Payments made through this method may take two days to be applied to your account.

Payment Locations

Pay your bill using a check, money order or cash at one of our authorized payment locations. A complete listing of authorized pay agents is available by viewing the map at the bottom of this page. Payments made at these locations may take two days to be applied to your account. **Please be advised that some locations may have amended hours or be temporarily closed due to the COVID-19 pandemic.**

To report a natural gas odor or emergency, leave the area immediately and then call 911 and 800-959-5325.