

Energy Crisis Program: Provides utility assistance to households experiencing extraordinary high bills due to extreme weather conditions or fuel supply shortages. Assistance under this program is limited to the following conditions:

- During the summer season, the National Weather Service forecast temperatures greater than 100° degrees or when the heat index is expected to be within 90°-105° degree range for two (2) consecutive days for the Bexar County area;
- During the winter season, nighttime temperatures fall below 40°degrees for more than (3) consecutive nights, extreme weather conditions exist, either the Bexar County Judge or Mayor issues a notice of business closure due to poor weather conditions;
- Households experiencing an energy-related emergency who are financially unable to meet their basic household expenses, particularly the elderly, the disabled or households with children five (5) years of age or younger.

Co-Payment Program: Provides utility assistance to qualified households on a co-payment basis for a specified period of time. This program provides case management services, energy conservation, and budget counseling. Consideration of assistance will be dependent upon meeting the following criteria:

- Establishment of commitment to a six-month program;
- Evaluation of the customer's twelve (12) month history, energy burden must be five percent (5%) or greater;
- Monthly mortgage / rental payment does not exceed monthly income / resources;
- Total points on a priority rating system.

Elderly/Disabled Program: Provides utility assistance to qualified households with members who are elderly (60 years of age or older) or the disabled adult who cannot engage in any substantial employment for a period of twelve (12) months or longer or a disabled child receiving SSI. Proof of disability is needed from a physician if SSI or SSDI benefits are not received for the disabled adult. All households enrolled in this program must meet an energy burden of five percent (5%) or greater.

Heating and Cooling Program: Provides help to repair, retrofit or replace an inefficient heating and/or cooling appliance. An energy assessment of the home is required to determine eligibility. Priority will be given to households that have an eleven percent (11%) energy burden and/or an inefficient heating/cooling appliance, as determined by an energy audit or energy assessment or an appliance which is three (3) or more years of age.

Residential Energy Assistance Partnership, Inc. Program (R.E.A.P.): Provides utility assistance to CPS Energy ratepayers residing outside the City of San Antonio who are elderly, disabled, children 3 years of age or younger and/or enrolled in the Critical Care Program with CPS Energy.