

Here's how Texas providers are responding to coronavirus

(Updated April 1, 2020)

Millions of Americans have been affected by the COVID-19 virus. Many are practicing social distancing – remaining at home in order to slow the spread of the coronavirus.

On March 26, the Public Utility Commission of Texas acted to create [a temporary emergency fund](#) to help Texans affected by COVID-19 pay their electricity bills. The commission also decided to stop utilities from disconnecting power and water service to residents who have lost jobs and income due to the coronavirus precautions for at least six months. (Click [here](#) for FAQs about PUCT's relief program.)

Earlier this month, the Texas Supreme Court [halted all eviction proceedings](#) until April 19.

SaveOnEnergy® is here to help energy providers spread the word about assistance during this uncertain time. We'll update this list to reflect responses from providers that want to help:

TXU Energy

Official statement: “The health and well-being of our communities is our top concern. We're here to help in any way we can and are taking additional steps to provide relief during this uncertain time.”

- Waiving late fees – On Monday, TXU announced it would waive late fee and extend payment due dates. It also will reduce down payments during the outbreak.
- Payment flexibility – TXU is committed to remaining flexible and responsive to your needs. To discuss payment arrangement, call 800-242-9113.
- Payment assistance – Payment assistance – TXU is offering additional support through its [TXU Energy AidSM program](#).
- On March 26, TXU announced it would commit \$450,000 to help Texans pay bills.

Express Energy

Official statement: “Like you, we're all feeling the impact that the coronavirus is having on our daily lives and in our communities. As we navigate this difficult time together, we're here to help.

We understand that some families may be facing financial difficulties. Please call Express Energy customer service at (844) 361-2080 if you are having difficulty paying your bill. We may be able to give you more time to pay your bill.

The health and well-being of you and our communities is our top priority.”

- To speak with an Express Energy customer care representative, call (844) 361-2080 or email service@MyExpressEnergy.com.

4Change Energy

Official statement: “Like you, we’re all feeling the impact that the coronavirus is having on our daily lives and in our communities. As we navigate this difficult time together, we’re here to help.

We understand that some families may be facing financial difficulties. Please call 4Change Energy customer service at (855) 784-2426 if you are having difficulty paying your bill. We may be able to give you more time to pay your bill.

The health and well-being of you and our communities is our top priority.”

- To speak with a 4Change customer care representative, call (855) 784-2426 or email service@4ChangeEnergy.com.

Constellation

Official statement: “Your safety and that of our employees is our top priority and we wanted to assure you that we are closely monitoring developments related to the coronavirus (COVID-19) pandemic and taking necessary precautions to protect the health and safety of our customers and colleagues.”

- Offering deferred payment plans for residential customers affected by COVID-19
- Suspending disconnects and new late fees until May 1, 2020
- Power customers can contact a Constellation Energy customer care representative by calling 844-636-3749 or emailing customercare@constellation.com
- Gas customers can contact a Constellation Energy customer care representative by calling 844-200-3427 or emailing gascustomercare@constellation.com

Just Energy

Official statement: “Just Energy is actively monitoring the changing situation around COVID-19 and is taking measures to ensure the health and safety of its employees. We understand that our customers are concerned in this uncertain time and want to assure them of our commitment in providing uninterrupted customer service.”

- To contact a Just Energy customer care representative, call 833-757-1615 or fill out [this form](#).

[Direct Energy](#)

Official statement: “Your safety and peace of mind is of utmost importance to us. We at Direct Energy want to let you know that we are committed to you and to ensuring that we continue to power and protect your home, no matter how extreme the weather or circumstance.

Like you, we have been closely monitoring reports and guidance on COVID-19 (Coronavirus) from the Centers for Disease Control (CDC). Rest assured that we have taken action and our team is fully prepared to ensure that we continue to provide the energy and services you expect and deserve from us.”

- Offering a deferred payment plan for customers affected by COVID-19 – call [1-888-305-3828](tel:1-888-305-3828)
- Offering a short-term extension of the due date for the full payment of past-due balance – call [1-888-305-3828](tel:1-888-305-3828)
- To contact a Direct Energy customer care representative, call 1-855-461-9824.

[TriEagle Energy](#)

Official statement: “Like you, we’re all feeling the impact the coronavirus is making on our daily lives and in our communities. As we navigate this difficult time together, we’re here to help.

We understand that some families may be facing financial difficulties. Please call us at 877-933-2453 if you need more time to pay your monthly bill. If you’re in need of bill payment assistance or know someone who needs help, additional support is available.”

- To contact a TriEagle customer care representative, call 877-933-2453 or email customercare@trieagle.com

[First Choice Power](#)

Official statement: “Your safety and peace of mind is of utmost importance to us. We at First Choice Power want to let you know that we are committed to you and to ensuring that we continue to power and protect your home, no matter how extreme the weather or circumstance.

Like you, we have been closely monitoring reports and guidance on COVID-19 (Coronavirus) from the Centers for Disease Control (CDC). Rest assured that we have taken action and our team is fully prepared to ensure that we continue to provide the energy and services you expect and deserve from us.”

- Offering a deferred payment plan for customers affected by COVID-19 – call [1-855-534-3881](tel:1-855-534-3881)
- Offering a short-term extension of the due date for the full payment of past-due balance – call [1-855-534-3881](tel:1-855-534-3881)

- To contact a First Choice Power customer care representative, call 1-866-469-2464 or email customerservice@firstchoicepower.com.

Pulse Power

Official statement: “First and foremost, we at Pulse Power hope that you and your family stay safe and healthy during the Coronavirus COVID-19 outbreak. The health and well-being of our community is our top concern. Rest assured, our customer care team is still here for you and your energy needs. However, we are experiencing a higher volume of calls and we ask for your patience as we work hard to provide personalized assistance to everyone.

In addition, if you haven’t already, we encourage you to create an [online account](#) to view current bills, make payments, sign up for autopay, update your account information and monitor your daily usage from the comfort of your home. Thank you for being a Pulse Power customer and we are proud to serve you through this difficult time.”

- Offering a deferred payment plan for customers affected by COVID-19 – contact the customer care email listed below.
- To speak with a Pulse Power customer care representative, call 833-785-7797 or email customercare@pulsepowertexas.com

Ambit Energy

Official statement: “At Ambit Energy, the health and safety of our Customers, Consultants and employees is always our primary concern. For that reason, we have implemented a strict policy to help curb the spread of COVID-19 (coronavirus).”

- Waiving late fees for Texas customers
- Extending payment due dates
- Reducing monthly payments by allowing customers to split payments into five installments
- To set up a payment, call (877) 282-6248 or login to your [MyAmbit account](#).

Reliant Energy

Official statement: “With growing concerns regarding Coronavirus (COVID-19), we want you to know that we’re here for you 24/7. If you’ve been financially impacted by COVID-19, contact us to learn about our [CARE program](#), [payment extensions](#) and [deferred payment plan](#) options via online [chat](#), at [1-866-222-7100](tel:1-866-222-7100) or on the [Reliant app](#).”

- Offering payment extensions – call [1-866-222-7100](tel:1-866-222-7100)
- Offering deferred payment plans – call [1-866-222-7100](tel:1-866-222-7100)
- To speak with a Reliant Energy customer care representative, call [1-866-222-7100](tel:1-866-222-7100) or fill out [this form](#).

NRG Energy

Official statement: “We, like you, are closely following the COVID-19 situation. Health and safety are priority number one, and we are dedicated to ensuring our customers, communities, and colleagues are protected during this time.”

- NRG Energy committed \$2 million to COVID-19 relief funds and charitable organizations.
- Offering payment extensions – call [1-866-222-7100](tel:1-866-222-7100)
- Offering deferred payment plans – call [1-866-222-7100](tel:1-866-222-7100)
- To speak with an NRG Energy customer care representative, call 1-855-500-8703 or fill out [this form](#).

If your home has a smart meter, you do not need a representative to come to your home in order for you to switch providers. You may be able to lower your energy rate when you switch providers.