

# The City of Garland Customer Assistance Program

Many different circumstances can create financial hardship and make paying your City of Garland utility bill difficult. If you are experiencing a temporary hardship, we can help.

There is help available through our City of Garland Customer Assistance Program (CAP). CAP is a partnership of the City and local service agencies to help during times of temporary hardship. The funds are administered and distributed to qualified citizens by these agencies.

For more information about CAP, contact the local agencies listed on this page directly or call Customer Service at 972-205-2671.

Para discutir esta información con un representante que hable español, llame al 972-205-2671.

Customer Service  
City of Garland  
PO Box 469002  
Garland, TX 75046-9002

*If you qualify for assistance, help can be obtained by contacting these agencies directly:*

#### **Friendship House**

620 W. Avenue B  
Garland  
972-272-1010

#### **Salvation Army**

451 W. Avenue D  
Garland  
972-272-4531

#### **CAP Qualification Criteria:**

- Applicant must be a Garland Resident and have been a Garland Power & Light customer for a minimum of twelve (12) months prior to application.
- The name of the applicant must be on the utility account.
- Applicant must be low-income as defined by the U.S. Department of Housing and Urban Development (80% or below the median income for Dallas County).
- Reasons for assistance may include illness, disability, financial problems or job loss. Exceptions with justification.
- Senior citizens (age 62+) may receive CAP assistance four (4) times in a twelve-month period.
- Non-senior citizens may receive CAP assistance one (1) time in a twelve-month period.

