

Sometimes citizens experience short-term financial emergencies, which prevent them from paying for vital utility service. The P-L-U-S One program – Prevent Loss of Utility Service – helps families keep cool in the summer and warm in the winter. Customers donate to the program and funds are provided to Interfaith Ministries of Denton for distribution to residents.

The link to contact Interfaith Ministries to start the screening process for assistance is:

<http://www.ifmdenton.org/i-need-help>

After consideration of provided information, **you will be contacted** regarding eligibility of appointment. Please make sure the phone number you provide is correct as Interfaith will make two (2) phone call attempts. If unable to reach you, it is your choice to complete another initial screening form.

You **MUST** bring all required documents to your scheduled appointment. If you do not bring **all the required documents** (listed at the bottom of this email), you will **not** be seen by a caseworker.

An appointment does not guarantee assistance. Assistance is determined by availability of funds, your circumstances, and proper documentation.

Once the screening form is submitted, your case will be reviewed, and **you will be contacted** by the phone number you have provided within **1 to 2 business days**. If you have **not** received notification within **3 business days**, please call Interfaith’s client line: 940-565-5479 (Monday-Friday 8am-11:30am & 1:00pm-3:30pm)

In order to qualify for assistance, you will need to provide documentation proving loss of income in your name that has created this short-term crisis. Financial Assistance cannot be provided over the telephone. Assistance will require an office appointment.

**Please note: Priority will be given to residential households whose circumstances are as follows:**

- Gross family income is 65% or less of the Area Median Income (AMI)
- Electricity powered life-support systems are in use
- Serious illness exists with a member of the household
- Disabled, homebound, or elderly residents age 65 years or above, existing on a fixed income reside there
- Small children of that household reside at the dwelling
- Recent emergencies (such as a home fire, layoffs from work, excessive medical expenses, etc.) have occurred and are beyond the applicant’s control
- Families that meet the income guidelines and who have not received utility assistance within twelve (12) months of the current application
- DMU customers are eligible for assistance a maximum of three (3) times in a calendar year

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**Documents Required by Interfaith Ministries:**

- **Identification**
  - Head of Household must provide Driver’s License or Texas State Issued Id
  - Social Security number for all household members

- **Income**
  - Example: Pay stubs, Food Stamp award letter, SSI or SSDI Award Letter, Verification of Housing Assistance, Veteran Benefits, Verification of Retirement Income, child support summary.
- **Expenses**
  - Example: Phone, cable, electric, and water bills, car insurance, car payment, outstanding loans, rent, mortgage, etc.
- **Crisis**
  - Example: Notice of layoff or termination from employer, auto repair bill, medical receipts, etc.
- **6 month payment and billing history** from the City of Denton's Municipal Utilities

While Interfaith Ministries is the organization which distributes PLUS One utility assistance donated funds, they are not the only source for assistance. The following organizations also assist with Denton utilities.

**Additional Resources:**

- **TCOG (Texoma Council on Governments):** 866-904-8647
  - Apply at: [www.tcog.com/energy/apply](http://www.tcog.com/energy/apply)
  - Denton Office located at Serve Denton: 306 N. Loop 288
  - Hours of Operation: Monday – Thursday 7:30am – 5:30pm; Friday 7:30am – 11:30am
  - Assists with electric, gas, and propane bills to income qualified households in Denton County.
- **Giving Hope, Inc:** 940-382-0609
  - Office located at Serve Denton: 306 N. Loop 288
  - Program Details: <https://hopeincdenton.com/need-assistance/>
  - Monday – Thursday 9:30am -11:30am and 1:30pm – 3:30pm (Friday by appointment only)
- **First Baptist Church:** 940-382-2577
- **Cross Timbers Church:** 940-240-5100
- **Singing Oaks Church of Christ:** 940-387-4355
- **Community Services:** 800-831-9929
- **Additional resources can be found by calling 211 or visiting** [www.unitedwaydenton.org/FindHelp](http://www.unitedwaydenton.org/FindHelp)