



Frequently Asked Questions

FAQs for One-Time Extended Residential Energy Assistance Partnership (REAP) Credit:

Q: Am I eligible for the REAP Credit? Do I have to do anything to qualify?

A: Eligibility Guidelines:

To be eligible for the one-time REAP customer credit of up to \$300, you must live in the City of San Antonio or elsewhere in Bexar County, and be enrolled in (as of July 31, 2022), at least one of the following programs:

1. CPS Energy's Affordability Discount Program (ADP)
2. the REAP program (received REAP Assistance during 2022)
3. CPS Energy's Critical Care Program.

Application of Credit:

1. CPS Energy shall assess customers for eligibility for American Rescue Plan Act (ARPA) funding under the agreement between the City of San Antonio and CPS Energy executed on January 6, 2022 and amended on May 18, 2022. This funding is available only for City of San Antonio residents. For customers with a remaining past due balance after the application of ARPA funds, CPS Energy will auto-enroll accounts of eligible customers into a [Budget Payment Plan](#) (BPP), which would average the annual energy bill over the past year, add a small percentage to cover environmental factors and changing fuel costs, and will enroll them in an installment plan to spread the past due balance over 48 months.
2. Once an eligible customer is enrolled in a BPP and an installment plan, subsequently makes at least 3 full payments per those arrangements, and is up to date on payments for new monthly charges, the extended REAP credit will be automatically applied to the past due balance on the account, up to \$300 and not to exceed the balance, without further action needed.

3. An eligible customer who has made at least 3 payments on a previously enrolled installment plan, and who is up to date on payments for new monthly charges, will have the extended REAP credit automatically applied to the past due balance on the account without further application needed.
4. Customers are responsible for continuing payment on their BPP and installment plan for any remaining past-due balance after the application of the extended REAP credit. Information will be provided to these customers on how they can apply for additional emergency bill assistance through REAP support (e.g., through the Department of Human Services (DHS)).

Q: Can I lose eligibility for the REAP Credit?

A: Customers lose eligibility for the credit if they break their installment plan twice. For example, a customer may modify/break the initial installment plan and request a customized installment plan from CPS Energy. However, if they break the second plan or do not replace their first installment plan within 60 days, they lose their eligibility for the credit.

Q: What if I don't qualify?

A: We have other ways to help! Go online for information at <https://www.cpsenergy.com/en/my-home/savenow/customer-assist-programs.html?cid=homepagetile>.

We offer many events for you to hear about all the ways we can support you and provide on-the-spot help. Events can be found here: <https://cpsenergy.com/events>.

Or, call us at 210-353-2222 to discuss your account.

Additional CPS Energy assistance programs include:

- [Senior Citizen Billing Program](#) - Senior customers are allowed additional time to pay the net amount of energy bills.
- [Senior Citizen Late Fee Waiver](#) - Qualifying seniors over 60 years old can sign up to have their late charges waived.
- [Affordability Discount Program](#) - Customers may be eligible for a discount on their monthly service charge.
- [Disabled Citizens Billing Program](#) - Disabled customers on Supplemental Security Income are allowed additional time to pay the net amount of their energy bills.

Q: I have already received REAP assistance this year. Am I still eligible for the additional REAP credit?

A: Yes, you are eligible for a one-time credit up to \$300 if the following eligibility criteria are met:

1. Must be enrolled in REAP (received REAP Assistance during 2022) or CPS Energy's ADP or Critical Care Program as of July 31, 2022;
2. Available ARPA funds are applied first (if eligible);
3. If there is still a past-due balance, it is automatically enrolled in a modified Budget Payment Plan;
4. After you make 3 payments and are up-to-date on new monthly charges, a one-time credit up to \$300 is automatically applied.

(See the *Eligibility Guidelines* question for more details)

Q: I only received a credit for my outstanding balance. Why did I not receive the full \$300 credit?

A: This is a one-time REAP credit of up to \$300 and is limited to the past due amount.

Q: When will I see the extended REAP credit on my statement?

A: You will see the credit on your bill in the month after you have met the eligibility criteria requirements defined above.

FREQUENTLY ASKED QUESTIONS

City of San Antonio Bill Credit Opt-Out:

Q: How do I donate my credit?

A: Residential and business customers who do not have a past due balance at the time they are billed in the month of December may opt out of receiving the credit and redirect those funds to the Residential Energy Assistance Partnership (REAP) to help their neighbors in need or contribute to the weatherization of homes, including minor repairs. Beginning in November, customers will be able to indicate their preference to opt-out.

If you plan to opt-out of the credit, please let us know by completing the form, which will be available here soon. Customers will also have the option to complete the form at one of our walk-in centers, or call 210-353-2222 to speak with an Energy Advisor.

Q: Are there other options for donating the credit besides bill assistance or weatherization?

A: No. Customers selecting to opt-out can choose from two options by donating their credit to REAP: provide assistant to neighbors in need or toward the weatherization of homes.

Q: Can I donate my credit to a specific person?

A: No; however at any time, you can use our [CPS Energy Angels program](#) to help make a payment toward the energy bill of a friend, loved one, or neighbor.

Q: Does this count as a donation for tax credits?

A: Please seek the advice of a tax professional with all tax-related questions.

FREQUENTLY ASKED QUESTIONS

City of San Antonio Bill Credit:

Q: Do I need to do anything to receive the credit?

A: No action is needed on your part.

Q: When will I receive my credit?

A: Your credit will be reflected on your December 2022 bill.

Q: What is the amount of my credit?

A: All active CPS Energy customers will receive direct credits based on roughly 12% of their total electric portion of their **July 2022 electric bill** (see page 2 or back of bill). In total, customers will receive \$42.5 million with the average residential customer receiving a \$29 credit.

Residential customers who want to know the range of their credit can log into Manage My Account (MMA) online by mobile device or PC and view their July bill.

The range of a customer's credit will be based on their July electric usage in kilowatt hours (kWh):

- Up to 1,000 kWh, credit up to \$18
- 1,000 – 2,000 kWh, credit \$18 – \$36
- 2,001 – 4,000 kWh, credit \$36 - \$72

Q: How is my credit calculated?

A: The credit is allocated based on your July electrical usage. July was selected because it was the peak electrical usage for Summer 2022. So, your credit is calculated by roughly 12% of your total electric only portion of the bill.

Q: What if I disagree on the amount of my credit?

A: Please log into Manage My Account (MMA) online by mobile device or PC and view your July bill to confirm your usage.

The range of a customer's credit will be based on their July electric usage in kilowatt hours (kWh):

- Up to 1,000 kWh, credit up to \$18
- 1,000 – 2,000 kWh, credit \$18 – \$36
- 2,001 – 4,000 kWh, credit \$36 - \$72

Please call us at 210-353-2222 to discuss any concerns or if you believe the amount is incorrect.

Q: What do I do if I don't see my credit?

A: If you had an active electric account and received a bill in July 2022 and your account is still active in December, you will see the credit in the details of your electric bill on the back, or page 2, of the December statement.

If you do not see this information on your December bill, please call us at 210-353-2222.

Q: Will I get credit from my account I had in July 2022, but has since been closed?

A: No. The credit is for active accounts only.

Q: I live in unincorporated Bexar County, not the City of San Antonio. Will I still receive a credit?

A: Yes, all CPS Energy customers that had electric usage billed in July 2022, and the account is still active, will receive a credit.

Q: Does the credit only apply to past due amounts?

A: No, all CPS Energy customers that had electric usage billed in July 2022, and the account is still active will receive a credit. If you do not have an outstanding balance, the credit will be applied towards your balance on your December bill. No checks will be issued for the credit.

Q: Are commercial/business accounts receiving a credit?

A: Yes, all CPS Energy customers who had electric usage billed in July 2022 and the account is still active will receive a credit; however, any customer may choose to opt-out and donate their credit to REAP for bill assistance or weatherization.