



Make a payment

Electricity Plans

See which Reliant plans are available in your area.

[View plans](#)

[Home](#) > Customer Care

Customer Care

When you need information about how to pay your bill, sign up for plans, access your account on your phone or refer friends to Reliant, this is where you need to be.

Quick links

- [View or pay my bill](#)
- [View my usage](#)
- [Sign up for average billing](#)
- [Request a Home Energy Checkup](#)
- [Sign up for Degrees of Difference](#)
- [Update credit card information](#)
- [View my current plan](#)
- [Sign up for a new plan](#)

Power out?

Get utility (TDSP) contact information to report an outage in your area.

Report an outage



Contact Us

If you have general questions or an inquiry about your account, please contact us. We also have specific numbers you can use to report an outage.



Billing & Payments

If you have general questions or an inquiry about your account, please contact us. We also have specific numbers you can use to report an outage.



FAQs

We have answers to the most commonly asked questions about our term plans, our month-to-month plans and our SmartStart electricity plan, including how to sign up.

Most common questions

- How can I lower my monthly bill?
- My service was disconnected. How much money do I need in my account to be reconnected?
- Why do I have a fee on my account? Can it be removed?
- What is average billing?
- Which plans are available to me?

- ▶ **Can I change my current plan to something else?**
- ▶ **What is "Other" in the Usage Activity pie chart on my online account dashboard?**
- ▶ **Why does the Usage Compare tab in my online account dashboard show that I use a lot more electricity than an "Efficient Home" or "Average Home"?**
- ▶ **Why did my payment get returned?**



[Security by Reliant](#)

Find answers to general questions about your security system. Get information on how to personalize your account, set up features, use the mobile app and more.



[Mobile](#)

Manage your account and pay your bill anywhere with our mobile app. You can also sign up for AccountAlerts, which will notify you of specific bill or usage-related activity.



[Customer Referral](#)

When you refer a friend to Reliant and they sign up for a term plan, you'll both earn a \$50 bill credit.

Inside Reliant

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Legal

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Media

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- Reliant TV
- Reliant Social



Contact Us

- Get in Touch
- Report an Outage

[En español](#)