

Deposit Waivers



Stream offers several ways for residential customers in Texas to satisfy a deposit requirement with a deposit waiver, which will start their service at no additional cost. Your customer may be eligible for a deposit waiver if they meet one of the following criteria:

1

The customer or their spouse are active Kynect Associates applying a waiver to their initial enrollment and have not received a waiver in the past.

Documentation Required: Associate/Spouse Name, Associate Number and Service Address.

Note: Associate A# must be successfully validated at time of enrollment to qualify. Telephonic enrollment encouraged for validation.

2

The customer is currently 65 years of age or older with a valid ID.

Documentation Required: Copy of Birth Certificate, Valid State Driver's License, State ID Card, Military ID Card, Passport, Government Employee ID Card, Alien Registration Card **OR** Consulate ID Card.

3

The customer has had no more than one late payment over the past 12 consecutive months of service with their previous energy provider.

Documentation Required: Valid Letter of Credit/Good Standing must be sent from provider to provider.

4

They have been determined to be a victim of family violence and have a certified letter from the Texas Council on Family Violence.

Documentation Required: This determination must be evidenced by submission of a certification letter developed by the Texas Council on Family Violence. The certification letter may be submitted directly to Stream.

5

They are an existing customer and do not have a past due balance in 12 consecutive months.

Documentation Required: Customer Name and existing Customer Account Number.

6

They are active Military personnel and can show Military orders.

Documentation Required: Military orders that are less than 6 months old.

Texas customers can submit their waiver documentation using the following instructions:

1. Email documentation to depositoptions@mystreamtx.com.

- **Email Subject:** Deposit Waiver for (insert name of account holder and state).
- **Email Body:** Please process the attached documents for (insert account number, account holder's full name, daytime phone number and service address).

2. Your customer will receive a confirmation email confirming their submission has been received. *Please allow 24-48 hours for review of submitted documentation.*

3. If your customer's deposit waiver submission is accepted and all holds are resolved, the customer will receive a Welcome email from Stream.

Note: *If the customer's waiver submission is not accepted or additional information is needed, the customer will receive a phone call from Stream Customer Support to discuss next steps.*

For more information about deposit options, visit mystream.com/deposits.