



Welcome! Before you begin your application, please read the following carefully to understand our requirements and policies.

Important Information Before You Apply

By applying, you acknowledge and agree to the following:

Eligibility & Availability

- Services are **not guaranteed** and are based on **eligibility, available funding, and first-come, first served.**
- You must **live in Arlington** or have **children enrolled in Arlington ISD**
- **Utility assistance** is available **once per year and not guaranteed.**
- **Rental assistance** is available **every two years**, depending on funding and eligibility.

Required Documentation & Enrichment Participation

- You may be required to **attend 3 enrichment or resource classes.**
- **Missing a class or not submitting required documents on time** may result in **denial of assistance.**

Important Notes

- A **disconnect notice does not guarantee immediate help.**
- **False or incomplete financial information** can delay or deny assistance.
- **Having a job or income does NOT disqualify you.**

Account Requirements

- AUM **does not assist** with:
 - **Inactive utility accounts**
 - **Accounts in arrears** if you plan to **switch providers**
- The utility account must be **in your name or you must be an authorized user.**

Communication

- You are responsible for **regularly checking your email** for updates, deadlines, and class information from your case manager.

Final Note

- AUM reserves the right to **approve or deny assistance** at its discretion.