



# P.A.I.D.

## *Providing Aid in Dollars*

The **P.A.I.D.** (Provide Aid in Dollars) **Program** is a voluntary assistance program through which City of Garland utility customers can make contributions to help economically challenged families pay for their City of Garland utility services.

The Salvation Army of Garland qualifies these families and determines distribution of funds on a case by case basis. Families seeking assistance should apply directly to the Salvation Army of Garland at 451 W. Avenue D, or call 972-272-4531 during regular business hours.

To become one of our exclusive **P.A.I.D. Program** contributors, we suggest that you round your monthly utility payment up to the nearest whole dollar. If you wish to donate more, you can write in the amount. Your contribution will be greatly appreciated.

***To make your contribution, look for this block on your utility bill payment stub:***

P.A.I.D. Program Contribution (Optional)	Total Amount Enclosed

All contributions are tax deductible. You will be provided information for income tax purposes if you include your contribution in your check.

**Customer Service Payment Center**  
City of Garland  
P. O. Box 461508  
Garland, TX 75046-1508  
[garlandutilities.org](http://garlandutilities.org)



**GARLAND**  
TEXAS MADE HERE

# Important Notice for GP&L Customers

*In the event of an outage,  
your **phone number** is the key  
to helping us serve you better.*

When you call GP&L's Emergency Outage number, 972-205-3000, the easiest way to report a power outage is by using your phone number. We can use it to identify your service address to note the outage and initiate service restoration.

Unfortunately, we do not have current phone numbers for many of our customers.

## *Help us help you*

**We need for you to confirm or update the phone numbers associated with your service address.**

- The easiest way to confirm or update your phone numbers is to use our **Online Account Management** tool located on **garlandutilities.org**.
- You can also e-mail the phone numbers to **custserv@gpltexas.org**. Make sure you provide the account number to which the phone numbers apply.
- Customers without Internet access can call **972-205-2671**.

