

### Can my deposit be waived?

Yes. We can waive your deposit if can provide any of the following:

Letter of credit

This must be requested from your previous electricity provider. You have demonstrated satisfactory payment behavior for the last 12 consecutive months of service, e.g., you did not have an insufficient funds payment within the last 12 consecutive months of service or more than two late payments in 12 months.

Proof that you are a senior citizen

Identification showing that you are 55 years of age or older.

Proof of medical indigence

Certification letter signed by a physician that establishes you as medically indigent. You can find this document and more information at the [Public Utility Commission of Texas' income assistance](#) page.

Proof that you are a victim of family violence

Texas Council on Family Violence deposit-waiver certification letter. The letter must be completed by family violence personnel, treating medical personnel, law enforcement personnel, a Texas District or County Attorney, the Office of the Attorney General personnel, or a grantee of the Texas Equal Access to Justice Foundation. You can find this document by contacting your caseworker or looking under forms-and-information on the [Texas Council on Family Violence](#) site.

If eligible, we ask that you submit the necessary documentation as well as a cover letter with the following information: (1) your Ambit Energy account number, (2) the name on the account, (3) the address being serviced, and (4) your contact phone number.

Please allow us up to two days to process your request.

**Fax:**  
Ambit Energy  
(877) 805-5606

**Mail:**  
Ambit Energy  
P.O. Box 864589  
Plano, TX 75086

**Email:**  
Ambit Energy Care  
[Careaction@ambitenergy.com](mailto:Careaction@ambitenergy.com)

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