COVID-19 EMERGENCY UTILITY HELP INFORMATION

**AT&T**
-Will not terminate services for the next 60 days
-Will waive late payments and fees
-Offer services if unable to pay bill
MUST CALL 800-288-2020 or 611
High Call Volumes

**Charter Spectrum**
-Free broadband and Wi-Fi for students K-12
-Only for 60 days
-Must not already have internet access
-Opening free public hotspots for internet access
MUST CALL 1-844-488-8395

**Dallas Water**
-Suspension on disconnections for next 60 days
-Payment arrangements are available
MUST CALL 214-651-1441
High Call Volumes

**Medicare and Medicaid**
-Covers COVID-19 testing
-Covers Telehealth virtual check-ins
MUST CALL
High Call Volumes

**Verizon**
-Will not terminate services for the next 60 days
-Will waive late payments and fees
-Offer services if unable to pay bill
MUST CALL 800-922-0204
High Call Volumes

**Reliant**
-Call 211 to find agencies who can aid through their CARE Program
-Clients need to call 1-866-RELIANT for payment extensions. Currently, there is a 5% fee to extend payments

**Stream Energy**
-Call customer service to make payment arrangements - **888-685-POWER (7693)**
COVID-19 EMERGENCY FOOD PANTRIES

**Brother Bills Helping Hand**
3906 North Westmoreland Road
Dallas, TX, 75212
214-638-2196
Drive-Thru Food Pantry
Must Call First, Unless it’s an Emergency
Wednesdays from 10 am – 1 pm
Thursdays from 10 am – 1 pm

**CCD Marillac**
2843 Lapsley St.
Dallas, TX, 75212
214-826-8330
Serves breakfast and lunch
M-F from 8 am to 3 pm
First come first serve

**City Square Food Pantry**
1610 S. Malcom X Blvd.
Dallas, TX, 75226
214-823-8710
T-F from 9 am to 1 pm
Drive Thru and Walk-In Services
First come first serve

**Cristo Rey Dallas College Prep**
1064 N. St. Augustine
Dallas, TX, 75217
469-844-7956
Tuesdays from 9:30 am – 11:30 am
Food and Diaper Pantry

**Crossroads Pantry**
4500 S Cockrell Hill Rd
214-560-2511
Requirements:
1. Bring own grocery bags
2. Picture ID
3. Proof of address

**Holy Spirit**
111 W Danieldale Rd.
Duncanville, TX, 75137
214-521-3719
Tuesdays & Thursdays from 9 am – Noon
Saturday from 10 am - Noon

**Jan Pruitt Community Pantry**
123 Alexander St.
Lancaster, TX, 75146
972-591-7849
Only Services Following Zip Codes:
75134, 75146, 75172, 75141, 75241, 75154
Must call first

**Minnie’s Food Pantry**
661 18th Street
Plano, TX, 75074
972-596-0253
W-SAT from 8:30 am to 11:30 am

**North Texas Food Bank**
3677 Mapleshade Ln.
Plano, TX, 75075
214-330-1396

**Pleasant Grove**
1324 Pleasant Dr.
Dallas, TX, 75217
214-505-1928
M-F from 10 am to 3 pm
First come first serve

**Vickery Meadow**
8448 Walnut Hill Lane
Dallas, TX, 75231
214-821-5575
Food and Clothes Pantry
COVID-19 EMERGENCY FOOD PANTRIES

Interfaith Family Services
1651 Matilda Street
Dallas, TX, 75206
214-827-7220
Drive-Thru Food Pantry
Must Call First, Pre-registration is required
Special drive-thru on Saturday, March 21, 9 A -Noon
COVID-19 OTHER EMERGENCY RESOURCES

2-1-1 Texas
Call 211
OR 877-541-7905
Emergency Assistance
Long Wait Times

Catholic Charities
1421 West Mockingbird Lane
Dallas, TX, 75247
Food: 972-246-6027
Financial: 972-246-6055
Refugee: 214-553-9906
M-F from 8 am to 4:30 pm

Meals on Wheels
Dallas District
214-689-2639
Still Open & Delivering

Neighborhood Medical Center Clinic
5917 Belt Line Rd.
972-726-6464
Free Drive Thru Testing for COVID-19

Senior Housing for Homeless
469-801-8119
Emergency Assistance
Must be 55 +

VNA Texas
1600 Viceroy Drive
Dallas, TX, 75235
1-800-224-862
214-689-0000
Emergency Assistance for Elderly

Interfaith Family Services
1651 Matilda Street
Dallas, TX, 75206
214-827-7220
Utility and Rent assistance available
COVID-19 SENIOR SHOPPING RESOURCES

- **Whole Foods** – Beginning March 18th. Opens 1 hour early for shoppers 60+ in the US. Will close 2 hours early for restock and sanitizing.

- **Dollar General** – Beginning March 17th. First hour of each shopping day is dedicated to senior shoppers. Store will close 1 hour early for restock and cleaning.

- **Target** – Beginning March 18th. First hour of each WEDNESDAY is reserved for vulnerable guests including elderly and those with underlying health conditions. Stores will close at 9:00 PM for restock and cleaning.

- **Walmart** – Temporary hours of operation 7:00 AM to 8:30 PM. Senior shopping events will be every Tuesday for customers 60+ beginning March 24th through April 28th. The shopping event will begin 1 hour before stores open to the public and includes pharmacy and vision centers.

- **Stop & Shop** – Beginning March 19th. Opens every day at 6:00 AM to 7:30 AM for most vulnerable customers, including those who are 60+ or have weakened immune systems.

- **Fairway Market** – Beginning March 18th. Open Monday through Saturday to shoppers 65+ and those with increased susceptibility to serious illness from 8:00 AM to 9:00 AM.

- **The Fresh Market** – Open Monday through Friday to seniors and individuals most at risk from 8:00 AM to 9:00 AM.

- **Northgate Gonzales Market** – Open from 7:00 AM to 8:00 AM for seniors and those with disabilities to shop first.

- **Brookshires** – First hour of operations reserved for senior citizens. Asking community to also allow seniors to move to the front of the line throughout the day. Offering 5% daily discount to seniors. Waiving fees for all guests for curbside orders through May 5th. This includes Super 1 Foods, Spring Market, and FRESH by Brookshires.

- **Albertsons Companies** - dedicated shopping hours for senior citizens and other at-risk populations, such as pregnant women or those with compromised immune systems. At a minimum, the company will reserve every Tuesday and Thursday from 7 to 9 a.m. for those vulnerable shoppers who must leave home to obtain their groceries, unless otherwise locally mandated. Customers should check their store's hours if they're opening on a different schedule. (for Texas residents, this would include Tom Thumb stores)