

Use this page if you received a shutoff notice, are behind on bills, or need help staying safe during extreme heat or cold.

### If your power or gas may be shut off

- Call your utility and ask for a shutoff hold, payment plan, and any senior/medical protections.
- Call 2-1-1 for local emergency energy assistance and community action agencies.
- Apply for LIHEAP/HEAP emergency (crisis) assistance (ask your local office what counts as a crisis).
- If you use medical equipment that needs electricity, ask your utility about medical baseline/life support programs.

### Key phone numbers & websites

Resource	What to ask for	Contact
NEAR hotline	Find your local LIHEAP/HEAP office	1-866-674-6327
2-1-1	Shutoff prevention, emergency funds, local agencies	Dial 211
Eldercare Locator	Area Agency on Aging (free benefits counseling)	1-800-677-1116
DOE rebates status	Home Energy Rebates availability in your state	energy.gov/save
IRS energy credits	Rules for 25C/25D credits	irs.gov/energycredits

### Programs to ask about (quick map)

- LIHEAP/HEAP: help with heating/cooling bills; crisis assistance for shutoff or no fuel.
- WAP (Weatherization): no-cost efficiency upgrades (insulation, air sealing, heating/cooling fixes).
- Utility discounts: CARE/FERA (CA) and other low-income rates; arrears help may exist.
- Home Energy Rebates (HOMES/HEAR): state-run rebates for upgrades and electrification (availability varies).
- USDA Section 504 (rural, 62+): home repair grants/loans for health and safety hazards in eligible rural areas.



## Your Quick Action Plan

<p><b>Today</b></p> <ul style="list-style-type: none"> <li>• Call your utility (payment plan, shutoff hold, medical baseline/life support).</li> <li>• Call 211 or NEAR to find your local LIHEAP office and ask how to apply.</li> <li>• Gather your documents and take a photo of your latest bill.</li> </ul>	<p><b>This week</b></p> <ul style="list-style-type: none"> <li>• Apply for LIHEAP/HEAP and any utility discount program.</li> <li>• Ask if your LIHEAP application can also refer you to weatherization (WAP).</li> <li>• If you are 62+ and rural, ask about USDA Section 504 home repair grants.</li> </ul>	<p><b>This month</b></p> <ul style="list-style-type: none"> <li>• Follow up on application status and submit any missing documents immediately.</li> <li>• If eligible, schedule an energy audit/inspection for weatherization or rebates.</li> <li>• Keep all letters and confirmation numbers in one folder.</li> </ul>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## Call Log (track who you spoke with)

Date	Who you called	Name/ID #	Outcome / Next step

