



Call Script & Follow■Up Log

How to Start the Call

- “Hello, my name is _____. I’m a senior and I need help with my utility bill to avoid shut■off.”
- “I have my bill and income documents ready. Could you tell me which programs I qualify for and how to apply?”

Key Questions

- Do you offer crisis (expedited) help if I have a shut■off notice?
- What documents do you need, and can I apply by phone or online?
- Are there senior priority dates or disability accommodations?
- If I’m denied, how do I appeal or request emergency funds?

For Your Utility Company

- Can I set up an affordable payment plan?
- Do you have medical shut■off protections or senior discounts?
- Can you note my account that I’m applying for LIHEAP/WAP?

Follow■Up Log

Use this space to track your calls and deadlines:

Date | Agency/Utility | Who I Spoke With | Phone/Email | Case/Ref # | Notes | Due Date
