



Utility Bills Help — Quick Start Cheat Sheet

Emergency First

- Call 2–1–1 immediately if you have a shut■off notice or no heat/cooling.
- Ask your utility for a payment plan and any senior or medical shut■off protections.

Apply In This Order

- LIHEAP — bill payment help (regular + crisis). Apply early when your state window opens.
- Weatherization (WAP) — fixes drafts, insulation, and unsafe or inefficient heating/cooling.
- Lifeline — monthly discount for phone or internet (higher on tribal lands).
- Local/utility programs — discount rates, arrearage forgiveness, and medical protections.

Documents to Gather

- Recent utility bill(s); Social Security or pension income statements.
- Photo ID and IDs for all household members; lease or mortgage document.
- Shut■off notice (if any) and a doctor's note if you rely on power for medical needs.

Top Tips

- Apply in the first week the program opens; seniors may get priority windows.
- Keep copies of everything; write confirmation numbers and names after each call.
- If denied, ask about appeals and any emergency funds or moratoriums.