

## Sample Assessment Questions - Utilities

- Is there something that happened recently that caused you to fall behind?

After providing referrals for utility payment assistance, offer to search for services that would help with the underlying cause that led them to need help paying their utility bill.

- Is the utility currently off?
- Do you have a disconnect notice? If so, how soon is the disconnect date?
- How much do you need to pay to reconnect the service/ prevent disconnection?
- Have you utilized any utility payment assistance program in the last 12 months?
- Are you currently on PIPP (Percentage of Income Payment Plan)?
- When was the last time you made a payment on the bill?
- Does the lease say who is responsible for paying the bill?
- If the utility were to be shut off, would it be especially dangerous to the health of a permanent member of the household?

Would a medical professional be willing to document the harm it would cause that household member?

### Pro Tip!

Sometimes there are additional programs for members of specific populations. If you check the “Include Target Terms” box before doing your search in Navigate, you can use the results on the Matchlist to help screen your client for additional options.

Search by:

Condition Filters ▾

Service  Name  Category

Enter Service Term

gas service payment

Gas Service Payment Assistance \*  
Active Military  
Gas Service Payment Assistance \*  
Adoptive Parents  
Gas Service Payment Assistance \*  
AIDS/HIV  
Gas Service Payment Assistance \*  
Cancer  
Gas Service Payment Assistance \*  
Cancer \* Breast Cancer  
Gas Service Payment Assistance \*

Gas Service Payment Assistance ?

match any ▾

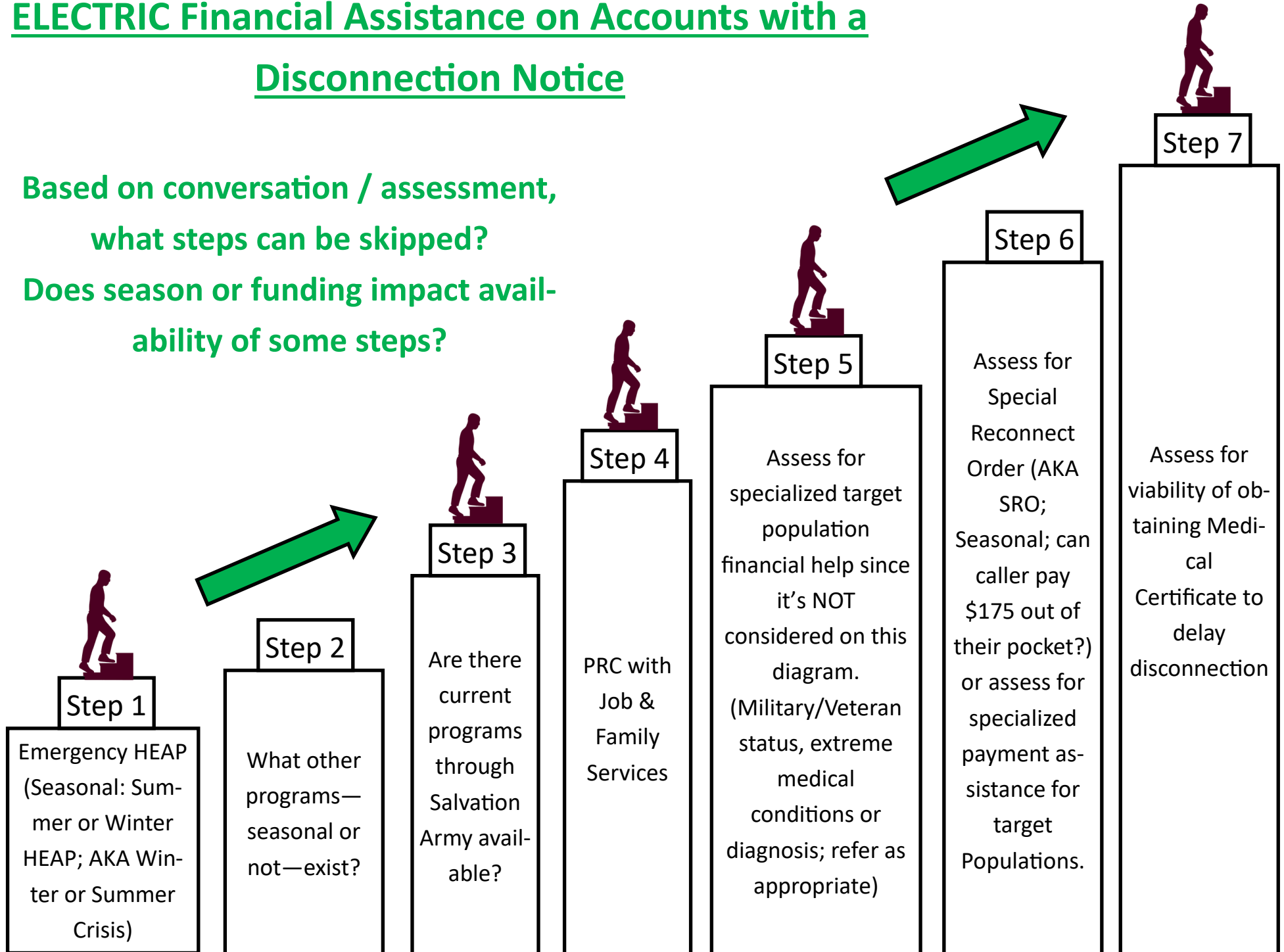
sort by distance ▾

include target terms

search

# ELECTRIC Financial Assistance on Accounts with a Disconnection Notice

Based on conversation / assessment,  
what steps can be skipped?  
Does season or funding impact availability of some steps?



# GAS Financial Assistance on Accounts with a Disconnection Notice

Based on conversation / assessment,  
what steps can be skipped?

Does season or funding impact availability of some steps?

