

Utility Service Intake Form

The questions below will help you gather the information needed to advocate on behalf of your client. After attending the “Stay Connected” training and using the handbook as a reference, this intake form will help you determine what resources and options are available to your client.

1. Is the customer having a problem with:

Gas bill Electric bill Both

2. Is service:

Currently connected, but at risk of termination

Currently connected and not at risk of disconnection

Currently disconnected

3. How much money is currently due:

Electric bill

Gas bill

4. Approximate household income:

Less than \$1,000/month

\$1,000 to \$1,500/month

\$1,500 to \$2,000/month

\$2,000 to \$2,500/month

More than \$2,500

5. Is your client on the discount rates (Y/N)?

Electric

Gas

My client’s income is below 60% of median income (\$65,387 for a family of 4, in FY2017 and \$66,115 for a family of four, in FY 2018; higher or lower amounts for larger or smaller families)

6. Does the client receive fuel assistance (Y/N)? _____

7. Own _____ Rent _____

8. Heating service (check which fuel is used to heat and whether the landlord or tenant pays for the heating fuel):

_____ Gas _____ Tenant pays _____ Landlord pays

_____ Oil _____ Tenant pays _____ Landlord pays

_____ Electric _____ Tenant pays _____ Landlord pays

9. Residents:

Is there a child under the age of 12 months living in the unit Y _____ N _____

Is there someone in the unit who is seriously ill (mental or physical illness qualifies)
Y _____ N _____

If there is an illness, is it chronic/long-term? Y _____ N _____

Are all adults in the household 65 years of age or older? Y _____ N _____

10. Can your client afford to pay 25% of the past due bill?