

Case scenarios- Utility Consumer Rights Training

Training scenario:

Sheila Robinson comes into your office on December 10 and tells you that her family's gas service was terminated around a month ago because she owes over \$2,000 in back bills. She says that she has been unable to keep up with her bills, and seems very depressed. She has a gas furnace and gas stove, so her family does not have heat, hot water, or the ability to cook. She owes about \$800 on her electric bill and fears she will get a shut-off notice for that soon too, which would leave her family without light and refrigeration. Ms. Robinson's family includes herself, her nine year old daughter, her seven year old son, her sister, and her sister's newborn infant. The family's income consists of TAFDC and her sister's SSI check.