

# How to Keep Your Utilities Running on a Budget

**You're not alone.**

**54% of the people with cancer we support struggle to pay their utility bills.**

**If you receive a shut-off notice, or if you're worried about paying your upcoming utility bills, follow these steps:**

**01**

## **Contact your utility company**

It's best to call your utility company early — most offer payment plans or extensions if you reach out before falling behind.

Many also offer medical exemptions when a healthcare professional can verify a diagnosis and needs, such as refrigerating cancer medication.

*Call the number on your bill or visit their website to learn more.*

**02**

## **Check for local and federal assistance**

The *Low Income Home Energy Assistance Program (LIHEAP)* can help you pay your utility bills, fix broken heating or cooling equipment, and more.

Visit [liheapch.acf.gov/search-tool](https://liheapch.acf.gov/search-tool) to check eligibility and find your local LIHEAP office. You can also call 211, a free, confidential service that connects you to local programs, including utility assistance.



03

### Tell a member of your care team

Let your social worker, nurse navigator, or another healthcare provider know what you're facing. They may be able to connect you to organizations that provide financial support during treatment.

04

### Visit Family Reach's Financial Resource Center

**At [FamilyReach.org/gethelp](https://FamilyReach.org/gethelp), you can:**

- Enter your zip code to find local and national support programs
- Connect one-on-one with a Resource Navigator
- Access financial tips and guidance
- Work with your healthcare provider to apply for available financial assistance

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### Know your rights

Ask your utility company for its official rules or check your state's public utility commission website for a list of regulations.

**While each state is different, most require utility companies to:**

- Send a shut-off notice 10–20 days in advance
- Offer payment plans or extensions
- Keep heat on during winter
- Keep utilities on if someone in the home is seriously ill, pregnant, or a young child