

SMART SENIOR DAILY

Guides Collection

Checklist: Questions to Ask Your Utility Company to Save Money

A simple call to customer service could uncover hidden discounts, rebates, and programs designed for seniors.

How to Use This Checklist

- **Print it out** before you call customer service.
 - **Write down answers** so you can compare with friends, neighbors, or local senior centers.
 - **Ask about expiration dates.** Rebates and discounts often change yearly.
 - **Follow up online.** Most utilities have an “Energy Savings” or “Ways to Save” section on their website.
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Questions to Ask Your Utility Company

1. Do you offer a Peak Time Rebate program?

- How do I sign up?
- What's the average reward per event?

2. Are there senior or low-income discounts available?

- Is there a reduced rate for older adults or those on fixed incomes?
- How do I prove eligibility?

3. What energy efficiency rebates are available?

- Do you offer rebates for upgrading appliances, HVAC systems, or insulation?
- Do you provide free or discounted home energy audits?

4. Do you have a budget billing plan?

- Can I spread costs evenly over the year to avoid bill spikes in winter or summer?

5. Are there medical necessity programs?

- Do you offer priority service or discounts for customers who rely on medical equipment?
- What documentation is required from my doctor?

6. What community assistance programs are connected to your company?

- Do you partner with nonprofits or state agencies for bill assistance?
- How do I apply if I fall behind on payments?

7. Are there smart device incentives?

- Do you offer rebates for installing a smart thermostat or water heater timer?
- Does the utility provide the device for free or at a discount?

8. Are there seasonal savings tips specific to our area?

- What adjustments should I make in summer/winter to cut bills?
- Do you provide written guides or workshops?

Disclaimer: *This checklist is for informational purposes only. Programs differ by state and utility company, and eligibility rules may change. Always confirm details directly with your provider.*