

Central Florida Community Action Agency, Inc.

Applying for assistance with a utility bill.

To obtain an appointment call 1-844-356-8136 at any time. The line is open 24/7.

To apply for utility assistance you must obtain an appointment. We have limited funds and cannot assist everyone. If there are no openings when you call, please try again another day. Walk-ins are not accepted. You cannot apply online.

When you obtain an appointment, carefully read the following instructions. ***If you do not have all required documents, or if you arrive late, we may not be able to serve you.*** Appointments are tightly scheduled in order to assist as many people as possible. We cannot just “squeeze you in” at another time, since that would obstruct or delay other people’s appointments.

- ✓ Write down your confirmation number and bring it with you.
- ✓ Make sure you arrive on time for your appointment.
- ✓ Bring all documents listed below.

Bring the following items. Read each one carefully and be sure to follow instructions exactly.

1. Photo ID (no more than one year expired) for all household members.
2. Social Security Cards (or equivalent documentation of SS number) for all household members.
3. ID or birth certificate to document the age of any person 60 years and older or 5 years and under.
4. Two most recent electric bills for your residence. (Gas bills are accepted only in winter.)
 - If service is turned off, bring a letter from the utility company showing the amount needed to restore service. This letter must be signed, dated and show the service address.
5. If you receive any kind of housing assistance, bring one of the following documents:
 - Shelter Verification Form obtained from the housing authority showing current amount of utility check for the last two months or showing zero utility check if you don’t get one.
 - Verification of Utility Allowance (obtained from our office) to be completed by the housing authority before your appointment.
6. ALL household Income for 45 days prior to your appointment, including anything received on the day of your appointment. This includes wages, self-employment income, social security, retirement, pensions, SSI, SSD, VA benefits, TANF, child support, unemployment, workers compensation, financial aid, subsidies, food stamps.
 - Bring pay records for all persons who are employed: 5 pay stubs if paid weekly, 3 if paid biweekly or semi-monthly, and 2 if paid monthly. Please include pay received on the day of your appointment. Pay stubs must show employee name and gross amount.
 - If any household members get social security, retirement, pensions or death benefits, bring their social security or VA award letter(s) showing the gross amount for the current year.
 - If any household members get disability benefits, bring their social security or VA disability letter(s) showing gross amount for the current year.
 - If any persons receive TANF, bring cash assistance letter(s) showing amount for the current month.
 - If any persons get child support, bring a printed payment history for each child for the last 45 days (even if there are no recent payments). Print them no more than 24 hours prior to your appointment.
 - If any persons get unemployment or worker’s compensation, bring their current award letter(s).
 - If any household members receive financial aid for education, bring the award letter, disbursement letter (showing any refunds), and class schedule for the last two semesters.
 - If your household cares for a non-family member, bring any applicable caregiver/adoption subsidy verification letter for the current month.
 - If anyone gets food stamps, bring a letter or printout showing amount for the current month.

After meeting with a caseworker you may be required to provide additional information or documents as determined by your individual situation.