



## A Quick Guide to Broward Resources for: **FP&L - Utilities**

This Quick Guide list of resources is taken from the 2-1-1 Resource Database and lists the most frequently given referrals for the area of interest selected. Many of the programs listed in the Quick Guide have multiple locations. If you do not see a program location in your area, we encourage you to dial 2-1-1 or (954) 537-0211 and speak to a 2-1-1 Helpline Counselor.

### Area Agency On Aging of Broward County

#### *Area Agency On Aging - Aging and Disability Resource Center*

5347 NW 35th Avenue

**Phone:** (954) 714-3464

**Spanish Spoken**

**Haitian Creole Spoken**

**FAX:** (954) 497-1586

**Area Served:** Broward County

Fort Lauderdale

33309

**Hours:** Monday-Friday 8am-5pm

**Description:** Provides information and referral to elderly residents, assisting elders to meet service needs and resolve problems. Also provides utility assistance under the Emergency Energy Assistance for the Elderly Program for low income elders meeting defined financial criteria.

**Eligibility:** Must be age 60 years of age or over

**Intake Procedure:** Information/referral walk-in or phone Monday-Friday 8am-5pm, energy assistance requires proof of income and energy crisis

### BC HS Family Success Administration

#### *BC FSA - Community Action Agency - Central Region*

3500 North SR 7

**Phone:** (954) 497-1350

**Spanish Spoken**

**Haitian Creole Spoken**

Suite 345

**FAX:** (954) 497-1359

**Area Served:** Broward County

Lauderdale Lakes

33319

**Hours:** Monday-Friday 8am-6pm - hours vary depending upon program activities

**Description:** Provides comprehensive case management including assessment of consumer needs, self-sufficiency plan, development and counseling. FP&L customers who have already had service disconnected should come here for assistance through LIHEAP (Low Income Heating and Energy Assistance), EHEAP (Elderly Heating and Energy Assistance) and/or Care To Share funds.

**Eligibility:** LIHEAP is for households with members 4 years or younger, 60 or over, or disabled. Must be 125% of federal poverty level

**Intake Procedure:** Picture ID, Social Security card, verification of family income, verification of loss of income and FP&L final notice required

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## **Florida Public Service Commission**

### *Link Up Florida & Lifeline Assistance Programs*

2540 Shumard Oak Boulevard

FL Public Service Commission

Tallahassee

32399

**Phone:** (800) 540-7039

**FAX:** (800) 511-0809

**Hours:** Monday-Friday 8am-5pm

**Spanish Spoken**

**Haitian Creole Spoken**

**Area Served:** State of Florida

**Description:** The Link-Up Florida and Lifeline Assistance Programs are designed to ensure that the basic telephone connection (hook-up) and service remain affordable to all residents of Florida. Link-Up Florida gives a 50% rebate in the telephone hook-up charge (up to \$30.00). Lifeline Assistance gives \$13.50 credit per month on local phone bills for families that fall at or below 135% of federal poverty guidelines.

**Eligibility:** Must fall at or below 135% of federal poverty guidelines or receive public assistance - TANF, Medicaid, food stamps or SSI

**Intake Procedure:** Call local phone service to register or download application at [www.psc.state.fl.us/industry/telecomm/lifeline/index.cfm](http://www.psc.state.fl.us/industry/telecomm/lifeline/index.cfm)