

**FOR IMMEDIATE RELEASE**

**Contact: Berneitha K. McNair**

**Executive Director**

**[bmcnair@nfcaa.org](mailto:bmcnair@nfcaa.org)**

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## **New Appointment Line for Utility Assistance**

Effective [April 1, 2018](#), the Northeast Florida Community Action Agency, Inc. (NFCAA) is changing to an **automated appointment** scheduling system for individuals seeking assistance with paying utility bills. All NFCAA's offices located in Baker, Clay, Duval, Flagler, Nassau, Putnam, and St. Johns Counties will participate in the new appointment scheduling system.

The new system will be user friendly with the capability to direct overflow calls and other inquiries to a call center. All customer data entered through the system will be securely maintained.

### **Scheduling:**

- Customers will call the following toll free number: [844-625-8776](tel:844-625-8776).
- Appointments can be scheduled through an Interactive Voice Response (IVR) system or through operators.
- Appointments can be scheduled up to 14 calendar days in advance.

### **Usability:**

- A live Operator will be available for customers who require assistance between the hours of 10:00 a.m. - 5:00 p.m. Eastern Standard Time.
- Language accommodations will also be available.

The expected benefits of this change are as follows:

- Detailed appointment management with improved customer service and
- Increased integrity of NFCAA's utility assistance appointments.

It is important to note that NFCAA will continue to conduct outreach, accept referrals from partners and prioritize services for the elderly, disabled, and households with children ages five and under.