

## **Fuel, Cooling and Crisis Assistance Program**

### Age Requirements

18 and over

Available 24/7

No

### Other Eligibility Criteria

Must be a resident of Chesterfield County or Colonial Heights.

Must be financial eligible and meet other requirements of the programs.

### Family

Yes

### Intake Contact Email

local041@chesterfield.gov

### Intake Process

Call, visit website or visit the office for more information.

### Provider Refer

Yes

### Report Problems

Call the Agency

### Self Refer

Yes

Chesterfield Department of Social Services

<https://www.chesterfield.gov/569/Social-Services>

<https://www.chesterfield.gov/672/Energy-Assistance-Program>

### Main

(804) 748-1100

Toll-Free

(888) 832-3858

9501 Lucy Corr Circle

23832 VA

United States

### Fee Structure

No Fee

### Languages Spoken

English

Energy Assistance Program at Chesterfield Department of Social Services is comprised of three components: fuel assistance, crisis assistance, and cooling assistance. The Energy Assistance programs assist eligible low income households offset the costs of home energy, particularly those with the lowest income that pay a high proportion of household income for home energy.

The Heating program helps eligible households with the costs of heating their homes. To be eligible for fuel assistance, there are certain income guidelines, resource maximums and living arrangements that must be met. The household must also be responsible for paying the heating bill. Fuel Assistance applications are accepted from the second Tuesday in October through the second Friday in November at the Department of Social Services. Fuel Assistance applications are processed as soon as possible, and applicants should expect notification of their eligibility determination by mid-December.

Cooling Assistance is also available to eligible households. Applications for Cooling Assistance are accepted at the Department of Social Services from June 15 through August 15 to help eligible households with their cooling needs. To be eligible for any type of Cooling Assistance, fuel eligibility criteria must be met, the household must contain at least one vulnerable person and there must be a cooling need. The following types of assistance are available if eligibility conditions are met: purchase of a portable or installed fan, purchase and installation of an air conditioner, payment of an electric utility security deposit, or payment of the electric bill to operate the cooling equipment.

Crisis Assistance Program is intended to meet a household's emergency heating needs. Assistance needed to purchase or repair heating equipment or a one-time only heating security deposit for the resident's heating source can be provided. Applications for this type of assistance open yearly from November 1st through March 15th.

CommonHelp is the Commonwealth of Virginia's fast and easy way to apply online for many Virginia social services assistance programs. Through a single online site, you can find out what assistance you might be eligible for and submit one application saving you time and effort. [Visit CommonHelp](#) or call 1-855-635-4370

Service Area(s)

Chesterfield County

Email

[local041@chesterfield.gov](mailto:local041@chesterfield.gov)