

Energy Assistance (Heating, Cooling and Crisis)

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Resident of Floyd County; call for other eligibility requirements

Family

Yes

Intake Contact

General

Intake Process

Contact the office for more information. You can apply online at CommonHelp

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Floyd County Department of Social Services

<https://www.floydcova.org/social-services>

<http://www.floydcova.org/floyd-county-departments/social-services/>

Main

(540) 745-9316

Toll-Free

(888) 832-3838

120 West Oxford Street, Building A -2

P O Box 314

24091 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

Floyd County Department of Social Services offers Energy Assistance Programs to low-income eligible households. Families receive federal assistance with their home heating and cooling bills.

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.

The cooling program is for cooling assistance. 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.

Crisis Assistance: Provides assistance to prevent or alleviate a crisis situation when there are no resources for senior citizens. Applications are accepted from November 1, through March 15th. Please call for more information.

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.

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)
Floyd County