

Energy Assistance (Heating, Cooling and Crisis)

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Resident of Franklin; call for eligibility requirements

Family

Yes

Intake Process

Contact the office for more information. Documents may be required. You can also apply for benefits online at CommonHelp

Provider Refer

Yes

Self Refer

Yes

Franklin City Department of Social Services

<https://www.franklinva.com/government/departments/social-services/>

Main

(757) 562-8520

Toll-Free

(888) 832-3858

306 N. Main Street

P. O. Box 601

23851 VA

United States

Monday: 8:30 am-5:00 pm

Tuesday: 8:30 am-5:00 pm

Wednesday: 8:30 am-5:00 pm

Thursday: 8:30 am-5:00 pm

Friday: 8:30 am-5:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

Franklin City 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: November 1 through March 15 for equipment related assistance, security deposits and emergency shelter. First workday in January through March 15 assistance is available for primary heating fuel and payments for primary heating utility bills. 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)

Franklin City

Email

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