

Energy Assistance (Heating, Cooling and Crisis)

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Must meet certain income and resource criteria and be a resident of Norfolk

Family

No

Intake Process

Telephone referral; complete application; documents required. You may also apply for benefits online at CommonHelp

Provider Refer

Yes

Self Refer

Yes

Norfolk Department of Human Services

<https://www.norfolk.gov/295/Human-Services>

<https://www.norfolk.gov/356/Energy-Assistance>

Main

(757) 664-6035

TTY/TTD

(757) 664-6055

Workforce Development Center

741 Monticello Avenue

23510 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

Norfolk 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.

The crisis assistance program applies to heating emergencies. Equipment-related assistance & security deposits - November 1 through March 15. Heating fuel & utility bills (primary heat expense) - First workday in January through March 15. Please call for more information.

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. You can also use CommonHelp to Check Your Benefits, Report Household Changes, or Renew Your Benefits. [Visit CommonHelp link](#)

Service Area(s)

Norfolk City