

## Energy Assistance Program

Age Requirements

18 and over

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Verification of income

Family

Yes

Intake Contact

Jennifer Barnes, Benefit Program Manager

Intake Process

Contact the office for more information. You may also apply for benefits online at CommonHelp

Intake Contact Telephone

(540) 853-2704

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Serves residents of the City of Roanoke.

Self Refer

Yes

Roanoke City Department of Social Services

<https://www.roanokeva.gov/372/Social-Services>

<https://www.dss.virginia.gov/benefit/ea/index.cgi>

<https://www.facebook.com/RoanokeHumanSocialServices>

Main

(540) 853-2591

Toll-Free

(888) 832-3858

1510 Williamson Road NE, 3rd Floor  
24012 VA  
United States

Monday: 8:00 am-5:00 pm

Tuesday: 8:00 am-5:00 pm

Wednesday: 8:00 am-5:00 pm

Thursday: 8:00 am-5:00 pm

Friday: 8:00 am-5:00 pm

Saturday: Closed

Sunday: Closed

#### Additional Availability Comments

Applications for Crisis Intake Services are taken Monday through Thursday, 8:30 AM - 2:00 PM. Intake may be closed earlier due to the volume of applicants. Applicants must apply in person (no telephone interviews) and will be seen on a first-come, first-serve basis.

#### Fee Structure

No Fee

#### Languages Spoken

English

Roanoke City Department of Social Services offers two types of fuel assistance-- heating and cooling. The first 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 second 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 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.

Service Area(s)

Roanoke City

Email

[socialservices@roanokeva.gov](mailto:socialservices@roanokeva.gov)