

Gas and Water Assistance, MetroCare

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Call for eligibility requirements

Family

Yes

Intake Process

Call the office for more information. Visit the website. Complete application

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

City of Richmond Department of Public Utilities

<https://www.rva.gov/public-utilities>

<https://www.rva.gov/press-releases-and-announcements/news/new-utility-rates-eff...>

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

Main

(804) 646-4646

900 East Broad Street, 1st Floor

23219 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

The City of Richmond's Department of Public Utilities and MetroCare offer gas and water bill assistance for eligible families and individuals in the service area who are experiencing hardship or extreme financial difficulty in paying their gas bills.

[Visit Metro Water Assistance](#). The programs are available for customers of Richmond Public Utilities.

If you meet the eligibility requirements and the poverty guidelines, contact your nearest intake agency to schedule an appointment. Complete an application. The [Low Income Household Water Assistance Program](#) is available to eligible families.

Call for information about the application period, what documents you need, and deadlines. The program pays one payment of last resort up to \$500 per season.

Call the Department of Social Services Energy Assistance division at 804-646-4646 to learn if you are eligible.

Service Area(s)

Richmond City