

Heating and Cooling Assistance, EnergyShare Program, Norfolk

Age Requirements

18 and over

Available 24/7

No

Family

Yes

Intake Process

Walk-ins accepted; appointment required for some programs; proof of income & expenses; picture ID required. Energys share hotline is 757-965-9012, ext 1

Provider Refer

Yes

Self Refer

Yes

Salvation Army, Hampton Roads Area Command

<https://salvationarmypotomac.org/hrva/>

<https://salvationarmypotomac.org/hrva/programs/utility-assistance/>

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

Main

(757) 543-8100

5525 Raby Road

23502 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

EnergyShare is a year round crisis program of Dominion Energy of last resort that helps pay energy bills for any type of heating and cooling source (oil, natural gas, propane, kerosene, electric) for those who qualify. EnergyShare is not income-based so any customer in crisis is eligible to apply. Individuals and families who are struggling financially may apply for assistance once per season. Applications are reviewed on a case-by-case basis to determine eligibility. Individuals 60 and older are eligible for additional assistance. Applicants for the Dominion Energy, Energy Assistance Program must complete the application and the intake form in full providing all requested information.

EnergyShare funds are distributed by The Salvation Army, Hampton Roads Area Command.

Virginia Department of Social Services Fuel programs and any other assistance known available at the time of application must be applied for before Energy Share is utilized. Applicant must list all other attempts to receive assistance on the application. Applicant must also provide various documents. Visit the website for application and more information

Senior Cool Care is a public-private partnership sponsored by Dominion Energy and administered by the Virginia Department for Aging and Rehabilitative Services (DARS) that helps low-income older citizens in Virginia keep cool during summer months. This program may provide a fan or one free single-room air conditioner to elderly Virginians who live within Dominion Energy's service area and who meet eligibility requirements. Local Area Agencies on Aging administer Senior Cool Care by screening applicants and distributing the fan or air conditioner.

For more information:

- Southside and Hampton residents call 757-858-1397
- Peninsula residents (other than Hampton) call 757-838.4875
- Suffolk residents call 757-539.5201
- Portsmouth residents call 757-393-2519

Virginia Natural Gas also supports those in need through their energy rebate program. Visit [Virginia Natural Gas](#) for more information.

Service Area(s)

Chesapeake City

,

Norfolk City

,

Portsmouth City

,

Virginia Beach City