

Energy Assistance (Heating, Cooling and Crisis)

Available 24/7

No

Other Eligibility Criteria

Income and family size restrictions; resident of Hampton. Eligibility is based on income, resources and non-financial criteria.

Family

Yes

Intake Process

Telephone referral; walk-ins accepted; written application required.

Evidence of financial status is required. Income eligibility determined by number in the family unit, net monthly income, and other assets. Income levels have changed.

Case worker

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Hampton Human Services Department

<https://hampton.gov/269/Human-Services>

<https://hampton.gov/1000/Financial-Assistance-Offered>

Main

(757) 727-1800

1320 LaSalle Avenue, Suite 216

23669 VA

United States

Monday: 8:00 am-4:18 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

Hampton Human Services Department, formerly Social Service, offers Energy Assistance Programs to low-income eligible households. Families can 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: Provides assistance to prevent or alleviate a crisis situation when there are no resources for senior citizens. Applications are accepted from November 1, through March 15th. 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](#)

Service Area(s)
Hampton City