

Energy Assistance (Heating, Cooling and Crisis)

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy.

Family

Yes

Intake Process

For information on any energy assistance program, please call (804) 646-7212.

Provider Refer

Yes

Report Problems

Call the Agency

Residency Requirements

Yes

Self Refer

Yes

City of Richmond Department of Social Services

<https://www.rva.gov/social-services>

<https://www.rva.gov/index.php/social-services/esi-energy-assistance>

Main

(804) 646-7046

Marshall Plaza Building

900 East Marshall Street

23219 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

Monday, Tuesday, Thursday, and Friday: 8:00 am to 11:00 am Intake Walk-in Pre-Screening Appointments.

Wednesday: 8:00 am to 3:00 pm Appointments only.

Fee Structure

No Fee

Languages Spoken

English

Richmond Department of Social Services' (DSS) Energy Assistance Program assists low-income households that pay a high proportion of household income for home energy. The program consists of three components.

Fuel Assistance: Fuel Assistance helps eligible households with the costs of heating their homes. To be eligible for fuel assistance, there are 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.

Cooling Assistance: Cooling Assistance applications 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 assistance 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.

Help with heating and cooling expenses is available at certain points during the year. For more information or to apply for benefits, visit one of the three location below or contact DSS at 311.

- Downtown: Marshall Plaza Building, 900 East Marshall Street, Richmond, VA 23219, 804-646-7212.
- South Richmond: Southside Community Service Center, 4100 Hull Street Road, Richmond, VA, 23224, 804-646-0625.
- East Richmond: East District Center, 701 North 25th Street, Richmond, VA 23223, 804-646-5503.

Crisis Assistance: Crisis Assistance helps eligible households in emergency energy situations, which cannot be met by Fuel Assistance or other resources.

Types of crisis assistance may include: cost to repair or replace heating equipment. To be eligible for crisis assistance, fuel eligibility criteria must be met, and there must be a heating emergency. Crisis Assistance applications are accepted from November 1 through March 15 at the Department of Social Services. All crisis assistance is based on availability of funds.

[Application](#) can be made online.

Service Area(s)

Richmond City

Email

asksocialservices@richmondgov.com