

# MetroCare Water and Heat Assistance Programs

## Age Requirements

18 and over

## Other Eligibility Criteria

Income restrictions according to household members. Account must be in your name; you must reside at the address on the bill; have not received assistance during the current program year; the water bill has not been charged off to collections and the total gross household income is at or below 225 percent of the federal poverty level. Visit the website for details.

## Intake Process

Visit the website for eligibility and application forms. Call the office.

## Provider Refer

Yes

## Report Problems

Call the Agency

## Residency Requirements

Yes

## Self Refer

Yes

City of Richmond Department of Finance

<https://www.rva.gov/finance>

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

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

## Main

(804) 646-4646

900 East Broad Street, 1st Floor

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

Wednesday hours for the summer are 8 am until Noon.

Fee Structure

No Fee

Languages Spoken

English

The City of Richmond Department of Finance (Finance Department) offers the MetroCare Water Assistance Program. If you are having trouble paying your water utility bill, you may be eligible to receive financial assistance towards arrears. The program offers a discount to customers who meet the qualifying criteria. You are encouraged to apply if you have delinquent water bills, or are at risk of being disconnected or struggling to pay on time. The program is available for Richmond Public Utilities customers. The [Application](#) can be found online.

The Finance Department offers the MetroCare Heat Assistance Program. This program is administered by partner agencies to assist families and individuals who have suffered hardships or financial difficulties with heating bills. To be eligible, your income must be below the Federal Poverty Guidelines, unemployed, or have a family crisis. One partner agency to contact is Capital Area Partnership Uplifting People (CAPUP). Call them at 804-788-0050 for more information. \$500 is the maximum amount of assistance that is available to each family. Call 804-646-4646 for information. [MetroCare Heat Assistance Application](#)

The [Low Income Heating Energy Assistance \(LIHEA\) program](#) can help qualified families avoid disconnection. Eligible households must apply by visiting [www.virginialihwap.com](http://www.virginialihwap.com) or calling 888-373-9908.

Service Area(s)

Richmond City