

NEED HELP WITH HEATING OR COOLING?

See if you might be eligible at <https://commonhelp.virginia.gov/access/>.

Applications for help with your heating and cooling bills or equipment needs are accepted online (at <https://commonhelp.virginia.gov/access/>), by calling the Enterprise Customer Service Center at (855) 635 – 4370, and at your local department of social services.

Fuel assistance helps with home heating costs; but can also be used for furnace re-starts, late charges, delivery charges, installation charges, and connection or re-connection fees. **Applications are accepted online, through the Enterprise Customer Service Center, and at local departments of social services from the second Tuesday in October through the second Friday in November.** Benefits are determined and authorizations for deliveries or service are sent to vendors in December.

Crisis assistance is intended to meet a household's emergency heating need, when no other resource is available.

- **Applications are accepted online, through the Enterprise Customer Service Center, and at local departments of social services from November 1 through March 15** for the following: one time only heat security deposit; portable space heater for temporary use, payment for emergency shelter, and/or heating equipment repair/purchase. **Assistance is based on the availability of funds.**
- **Applications are accepted online, through the Enterprise Customer Service Center, and at local departments of social services from the first workday in January through March 15** for the purchase of home heating fuel and the payment of heat utility bill. **Assistance is based on the availability of funds.**

Cooling assistance provides purchase or repair of cooling equipment and/or payment for electricity to operate cooling equipment. To be eligible, a household must contain at least one vulnerable individual who is age 60 or over, is living with a disability, or is under age 6. **Applications are accepted online, through the Enterprise Customer Service Center, and at local departments of social services from June 15 through August 15. Assistance is based on the availability of funds.**

Eligibility criteria for assistance include:

- Must be resident of the locality in which application is made
- Must have a heating or cooling expense responsibility
- Monthly gross income may not exceed:

Household Size	Maximum Income		Household Size	Maximum Income
1	\$1,316		11	\$5,996
2	\$1,784		12	\$6,464
3	\$2,252		13	\$6,932
4	\$2,720		14	\$7,400
5	\$3,188		15	\$7,868
6	\$3,656		16	\$8,336
7	\$4,124		17	\$8,804
8	\$4,592		18	\$9,272
9	\$5,060		19	\$9,740
10	\$5,528		20	\$10,208

If you suspect Fraud or Abuse of any kind, report it to your Local Department of Social Services or call 1-800-552-3431.