

## **Heating and Cooling Assistance, EnergyShare**

Age Requirements

No Age Requirement

Available 24/7

No

Other Eligibility Criteria

Must have exhausted all other available sources of fuel assistance resources, have a disconnection notice and demonstrate either a personal/family crisis or income-eligibility

Family

Yes

Intake Contact

General Staff

Intake Process

To apply for the Energy Share program, contact your local EnergyShare agency. If you need to locate that office, please call one of the toll free numbers

Provider Refer

Yes

Report Problems

Call the Agency

Self Refer

Yes

Dominion Energy

<https://www.dominionenergy.com/>

<https://www.dominionenergy.com/virginia/billing/billing-options-and-assistance/...>

Main

(877) 306-8283

Toll-Free

(866) 366-4357

600 East Canal 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

Fee Structure

No Fee

Languages Spoken

English

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Multi-Lingual

EnergyShare is Dominion's year-round assistance program that helps qualified customers with energy bill payment assistance. Call Dominion Energy as soon as you receive a delinquent notice. Staff can discuss a variety of special extended payment plans and other payment assistance options. Some examples:

- Budget Plus Plan (Allows pay off of past due balances over 12 months)
- LIEAP (Out of work or on fixed income)
- 20% Low-Income Discount (Receiving SSI, food stamps, over 60 years of age, etc)
- Weatherization (Can receive weather stripping, caulking, insulation, etc.)

EnergyShare is a crisis program of last resort that helps pay energy bills for any type of heating and cooling source (wood, oil, natural gas, propane, kerosene, electric) for those who qualify. EnergyShare is not income based so any customer in crisis is eligible to apply.

To request information, call 1-866-366-4357. Authorized EnergyShare agencies can authorize payments and generate reports online. EnergyShare intake agencies can access account information online to view an applicant's account statements, bill history or scheduled orders.

EnergyShare Cooling or Senior Cool Care for the elderly is also available to income-

eligible seniors aged 60 or older. The program provides 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 air conditioners. A list of participating agencies is available by contacting the Virginia Department for the Aging at 1-800-552-3402.

If you have nowhere else to turn to keep warm or cool, EnergyShare may be able to help.

Service Area(s)

Statewide