

# Crisis Heating and Cooling in New River Valley

Age Requirements

18 and over

Available 24/7

No

Other Eligibility Criteria

Must meet income guidelines.

Family

No

Intake Contact

Staff

Intake Contact Email

chenergysolutions@chpc2.org

Intake Process

Telephone referrals accepted. Written application/specific documents required.

Intake Contact Telephone

(540) 381-9446 x5015

Provider Refer

Yes

Self Refer

Yes

Community Housing Partners

<http://www.communityhousingpartners.org>

<https://www.communityhousingpartners.org/energy-solutions/utility-programs/>

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

Main

(540) 381-9446

400 Industrial Drive

24073 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

Call for Information

Languages Spoken

English

As a subcontractor for the [Virginia Department of Social Services](#) (DSS), Community Housing Partner's (CHP) Energy Services group offers a Crisis Heating and Cooling Assistance program, which helps eligible low-income households in 25 localities throughout Virginia with heating and cooling equipment problems. CHP Energy Services staff repair or replace existing equipment and make improvements necessary for the proper functioning of this equipment, install equipment where none exists, and provide assistance with costs for new equipment.

Each year DSS determines how much funding to allocate, eligibility requirements, and how the heating and cooling program will be administered at the local level. Typical seasonal operations are:

Crisis Heating: November 1 until March 15

Crisis Cooling: June 15 until August 15

For questions about the program, contact the Energy Assistance Office of the Virginia Department of Social Services at (804) 692-1900 or visit its [website](#) or contact your local Department of Social Services in Virginia.

Service Area(s)

Floyd County

,

Giles County

,

Montgomery County

,

Pulaski County

,

Radford City

Email

[christiansburgoffice@chpc2.org](mailto:christiansburgoffice@chpc2.org)