

Frequently Asked Questions About Fuel Assistance

Q. *What is the purpose of Fuel Assistance?*

A. The purpose of the Fuel Assistance component is to assist low-income households, particularly those with the lowest incomes, in meeting their immediate home energy needs. The benefit is not intended to meet the household's total home energy cost during the heating season. Fuel Assistance assists households in paying for their primary heat source.

Q. *When are applications accepted Fuel Assistance?*

A. Fuel Assistance applications are accepted from the second Tuesday in October –to the second Friday in November. Pre-printed applications are mailed to prior year recipients in late September.

Q. *Where can I get an application?*

A. You can request your local department of social services mail you an application or, go to your local department of social services for an application or, print an application from this website.

Q. *Do I have to take the completed application to my local department of social services?*

A. The completed application can be faxed, mailed, or taken to the local department of social services.

Q. *Can Fuel Assistance help with payment of water and sewage bills?*

A. No. Fuel assistance assists eligible households with the cost of the *primary* fuel needed to heat or cool their home. 2-1-1 Virginia may have information on resources for assistance with payment of water and sewage bills.