

P-3105 AFTER-HOURS CRISIS ASSISTANCE (Crisis Fuel Assistance Rule 3105) (7/1/25, 25-14)

FOR 2025-26 HEATING SEASON

After-Hours Crisis Fuel Assistance

After-hours crisis fuel assistance is available only on weekends and holidays, from 8:30 a.m. to 4:00 p.m., beginning 8:30 a.m. on November 24, 2025. After-hours assistance ends at 4:00 p.m. on April 10, 2026.

Applicants for after-hours assistance must call 1-866-331-7741. Applicants are screened by the call center agent based on the following criteria:

- The household has no heat in the home;
- The household is eligible for crisis fuel assistance;
- The household has at least one vulnerable member who:
 - Is age 60 or older;
 - Is age 5 or younger; or
 - Receives disability benefits from the Social Security Administration.

Applicants who meet these three criteria will receive a call back from an After-Hours Eligibility Specialist.

After-Hours Emergency Furnace Repair

If a household has no heat because of a problem with a furnace or heating system, then the household may be eligible to have its heating system repaired or replaced.

- The household must be otherwise eligible for crisis fuel assistance.
- The household does not need a vulnerable member to qualify.
- Repairs or replacements will not be made if the home has no heating fuel or energy to operate the heating system.

Applicants for emergency furnace repairs or replacements must call 1-877-295-7998. Emergency applications are accepted beginning at 5:00 p.m. on November 24, 2025. No more applications will be accepted after 12:00 p.m. on April 30, 2026.

During this period, applications will be accepted every day from 5:00 p.m. to 10:00 p.m. On weekends and holidays during this period, emergency applications are also accepted from 8:30 a.m. to 4:00 p.m.

Applicants who meet the criteria will receive a call back from an After-Hours Eligibility Specialist.

Note

There is no direct link from the ESD Voice Response System to any after-hours crisis assistance. Anyone who calls the ESD Benefit Service Center (800-479-6151) will hear a message telling them to apply for assistance at a local community action agency during business hours. An applicant needing after-hours assistance must call one of the numbers above, depending on the circumstances.