

Sustainability



Applying for the Warm Home Discount: Winter 2017 - 2018



What is the Warm Home Discount?



The Warm Home Discount scheme (WHD) pays £140 into your electricity account over the winter if you qualify.

The scheme aims to help increase the affordability of energy in winter for people with a low income or on certain means-tested benefits.

If you qualify, you will get £140 either credited to your electricity account or vouchers, to top-up your electricity meter.

Some people automatically qualify for the WHD payment (Core Group):

You will automatically qualify for the payment if on 9 July 2017 your electricity supplier was part of the scheme, you received the Guaranteed Element of the Pension Credit, and your name (or your partner's) was on the bill.

If you move home, and are now with another supplier, the company that supplied your electricity on 9 July 2017 is responsible for giving you the discount. They normally provide this as a cheque.

You can also apply for the scheme (Broader Group) if:

- Your electricity supplier is part of the scheme.
- You are on a low income.
- You get certain means-tested benefits.


You will need to contact your electricity supplier to see if you meet their eligibility criteria, as this can vary slightly between suppliers. They will tell you how to apply.

Don't leave it too late to apply. Many suppliers have a fixed pot of money and make payments on a first-come-first-served basis. Even if you are eligible, there may not be any money left in the pot and you could miss out.

Most schemes open for applications in the Autumn, but some are open from July to pre-register or apply, for example EDF, E.ON, Npower, OVO, Scottish Power and Utility Warehouse, so check with your supplier. Applications to Utilita can only be made between 14 August and 18 September 2017.

If you switch electricity supplier after gaining approval, but before you get the discount you will need to re-apply to your new supplier.

Not all suppliers are in the scheme.

 If you received the WHD payment last winter, or think you may be eligible for this winter and you are thinking of switching, check if your potential energy supplier is in the scheme.

If you get your gas and electricity from different suppliers, your electricity supplier will need to be in the scheme in order for you to qualify.


Suppliers in the WHD scheme:

- British Gas
- Co-operative Energy
- Economy Energy
- EDF Energy
- E.ON
- Extra Energy
- First Utility
- Flow Energy
- GB Energy
- M&S Energy
- Npower
- OVO
- Sainsbury's Energy
- Scottish Power
- Spark Energy
- SSE
- Utilita
- Utility Warehouse

Core group only:

- Bristol Energy
- Fischer Energy

How to Claim

 If you qualify for the scheme you will get a letter by the end of November telling you either:

- you don't need to apply - you'll get the discount automatically, or
- to apply by 31 January 2018 – the letter will tell you why and how.

If you don't get a letter and think you may now qualify you can contact your electricity supplier direct or the Warm Home Discount Scheme Team.

Warm Home Discount Scheme Team

Phone: 0345 603 9439

Monday to Friday 8.30 am to 4.30 pm

Warm Home Discount Team
Pink Zone, 1st Floor
Peel Park
Brunel Way
Blackpool
FY4 5ES

 **Need more help?**

Contact WDH Sustainability Team

Phone: 0345 8 507 507

Email: sustainabilityteam@wdh.co.uk

For more information contact the Sustainability Team
Phone: **OneCALL 0345 8 507 507**
Email: **sustainabilityteam@wdh.co.uk**
or visit any **WDH Service Access Point**.



For an energy comparison call
0800 112 0206 or **01259 220 219**
or visit **www.switch-save.com**



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