

Sustainability



Applying for the Warm Home Discount: Winter 2019 - 2020



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 7 July 2019 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 7 July 2019 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, for example, E.ON, OVO, and Utility Warehouse, so check with your supplier.

***Please note applications to Utilita can only be made between 11 am on 7 August to 11 am on 14 August 2019.**

To get the discount you will need to stay with your supplier until it's paid.

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

- Atlantic - see SSE
- Avro Energy
- Beam Energy - see Robin Hood Energy
- Boost - see OVO
- British Gas
- Bulb energy
- Co-operative Energy
- E (Gas and Electricity)
- Economy Energy - use OVO
- EDF Energy
- E.ON
- Extra Energy - use Scottish Power
- Flow Energy
- Fosse Energy - see Robin Hood Energy
- GB Energy - see Co-operative Energy
- Green Network Energy
- Green Star / Hudson
- Lumo - see OVO
- Manweb - See Scottish Power
- M&S Energy - see SSE
- npower
- Octopus Energy (tbc)
- Our Power - Use Utilita
- OVO
- Powershop - see npower
- Sainsbury's Energy - see British Gas
- Scottish Gas - see British Gas
- Scottish Hydro - see SSE
- Scottish Power

- Shell Energy (previously First Utility)
- Southern Electric - see SSE
- Spark Energy - use OVO Energy
- SSE
- Utilita*
- Utility Warehouse

Core group only

- Angelic Energy - see Robin Hood Energy
- Bristol Energy
- Citizen Energy - see Robin Hood Energy
- Ebico - see Robin Hood Energy
- Fischer Energy
- Great North Energy - see Robin Hood Energy
- Liverpool Energy Community Company - see Robin Hood Energy
- Ram Energy - see Robin Hood Energy
- Robin Hood Energy
- White Rose Energy - see Robin Hood Energy
- Your Energy Sussex - see Robin Hood Energy



How to Claim

Core Group

If you qualify for the scheme in the Core Group you will get a letter between October and December 2019 telling you either:

- you don't need to apply - you'll get the discount automatically, or
- to call the Helpline by 28 February 2020 – 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

Helpline opens 14 October 2019

Phone: 0800 731 0214

Monday to Friday 8.30 am to 4.30 pm

Warm Home Discount Team
Blue Zone, Ground Floor Phase 1
Peel Park
Brunel Way
Blackpool
FY4 5ES

Broader Group

There are two ways you can apply:

- phone your electricity supplier; or
- search for Warm Home Discount on your electricity provider's website and fill in their application form online.



Need more help?

For more information contact WDH Sustainability Team

Phone: OneCALL 0345 8 507 507

Email: sustainabilityteam@wdh.co.uk

or visit any WDH Service Access Point.



For an energy comparison

Phone: 0800 112 0206 or 01259 220 219

or visit www.switch-save.com



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