

**Sustainability**



# **Applying for the Warm Home Discount: Winter 2020 - 2021**



## What is the Warm Home Discount Scheme?



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

There are two ways to qualify for the Warm Home Discount Scheme:

- If you get the **Guarantee Credit element of Pension Credit** – known as the ‘**core group**’.
- If you’re on a **low income** and meet your energy supplier’s criteria for the scheme – known as the ‘**broader group**’.

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.

### Core Group

You will automatically qualify for the payment if on 5 July 2020 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 5 July 2020 is responsible for giving you the discount. They normally provide this as a cheque.

### Broader Group

You can apply for the scheme 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 must be made by 12 August 2020.**

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 WHDS 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 WHDS

For people eligible through the core group and broader group

- Affect Energy - see Octopus Energy
- Atlantic - see SSE
- Avro Energy
- Boost
- British Gas
- Bulb energy
- Co-operative Energy - see Octopus Energy
- E (Gas and Electricity)
- EDF Energy
- E.ON
- Green Network Energy
- Green Star Energy
- London Power - see Octopus Energy
- Lumo
- M&S Energy - see Octopus Energy
- npower
- npower Select
- Octopus Energy
- OVO
- Powershop
- Pure Planet
- Quest Energy - see Octopus Energy
- Roar Power - see Octopus Energy
- Sainsbury's Energy
- Scottish Hydro - see SSE
- Scottish Power
- Shell Energy

- So Energy
- Southern Electric - see SSE
- Spark
- SSE
- Swalec - see SSE
- Symbio Energy
- Tonik Energy
- Utilita\*
- Utility Warehouse

### Core group only

- Angelic Energy
- Beam Energy
- Bristol Energy
- Citizen Energy
- Ebico
- Ecotricity
- Fosse Energy
- Great North Energy
- Green Energy
- iSupply Energy
- Ram Energy
- Robin Hood Energy
- Southend Energy
- The LECCY
- Utility Point
- White Rose Energy
- Your Energy Sussex



## How to Claim

### Core Group

If you qualify for the scheme in the core group you will get a letter between October and December 2020 telling you either:

- you don't need to apply - you'll get the discount automatically, or
- to call the Helpline by 26 February 2021 – 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 12 October 2020 (only for those eligible for the core group).

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 Scheme on your electricity provider's website and fill in their application form online.



## Need more help?

### Don't forget...

If you are looking to change energy supplier, and you qualify for the Warm Home Discount Scheme, you'll need to check that your new supplier is in the scheme.

### For more information contact WDH Sustainability Team

Phone: OneCALL 0345 8 507 507

Email: [sustainabilityteam@wdh.co.uk](mailto:sustainabilityteam@wdh.co.uk)

or visit any WDH Service Access Point.



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