



Applying for the Warm Home Discount: Winter 2023 - 2024



What is the Warm Home Discount Scheme?

The Warm Home Discount Scheme (WHDS) pays £150 into your electricity account over the winter if you qualify.

You'll usually get the discount automatically if you're eligible. If you might be eligible, you'll get a letter by early January 2024.

If you do not get a letter and think you are eligible, you must contact the Warm Home Discount Scheme before 29 February 2024.

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 1'.
- If you're on a low income and you get certain means-tested benefits – known as the 'core group 2'.

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 £150 either credited to your electricity account or vouchers, to top-up your electricity meter, between early October 2023 and 31 March 2024.

Core Group 1

You will automatically qualify for the payment if on 13 August 2023 your electricity supplier was part of the scheme, you received the Guaranteed Element of the Pension Credit, (even if you get Savings Credit as well) and your name (or your partner's) was on the bill.

Core Group 2

If you're on a low income you may be eligible if on 13 August 2023 all of the following apply:

- Your electricity supplier is part of the scheme.
- You or your partner get certain means-tested benefits or tax credits.
- Your property has a high energy cost score based on its characteristics.*
- Your name (or your partners) is on the bill.

Qualifying benefits and tax credits

The qualifying means-tested benefits are:

- Housing Benefit.
- Income-related Employment and Support Allowance (ESA).
- Income-based Jobseeker's Allowance (JSA).
- Income Support.
- The 'Savings Credit' part of Pension Credit.
- Universal Credit.

You could also qualify if your household income falls below a certain threshold and you get either:

- Child Tax Credit.
- Working Tax Credit.

*You can find your home's energy rating on the EPC Register at

<https://www.gov.uk/find-energy-certificate>

If your property doesn't have an EPC certificate contact the Sustainability Team at sustainabilityteam@wdh.co.uk or 01977 788 751 to request an assessment.

For both groups

If you qualify for the scheme in either group 1 or 2 you will get a letter between October 2023 and January 2024 telling you either:

- you don't need to apply - you'll get the discount automatically, or
- to call the Helpline by 29 February 2023 – the letter will tell you why and how.

You can check if you're eligible online at (<https://www.gov.uk/check-if-youre-eligible-for-warm-home-discount>).

If you don't get a letter by mid-January 2023 and think you may now qualify you can contact the Warm Home Discount Scheme helpline.

Warm Home Discount Scheme helpline

Phone:

0800 030 9322 (Monday to Friday 8 am to 6 pm)

Address:

110552 Warm Home Discount Scheme
PO Box 26965
Glasgow
G1 9BW

Not all suppliers are 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:

- 100 Green (formally Green Energy UK or GEUK)
- Affect Energy (see Octopus Energy)
- Boost
- British Gas
- Bulb energy (see Octopus Energy)
- Co-op Energy (see Octopus Energy)
- E (also known as E(Gas and Electricity))
- Ecotricity
- EDF
- E.ON Next
- Good Energy
- London Power
- Octopus Energy
- Outfox the Market
- OVO

Factsheet

- Rebel Energy
- Sainsbury's Energy
- Scottish Gas - see British Gas
- Scottish Power
- Shell Energy Retail
- So Energy
- Tomato Energy
- TruEnergy
- Utilita
- Utility Warehouse

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 move home, or are now with another supplier, the company that supplied your electricity on 13 August 2023 is responsible for giving you the discount. They normally provide this as a cheque.

You may need to stay with your supplier until it's paid.

If you switch electricity supplier before you get the discount your new supplier will tell you if you can still get it.

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

or visit one of our Hubs.

We are committed to giving everyone equal access to information. If you would like us to communicate with you in a different way, or receive written information from us in another format, please phone 0345 8 507 507 or email onecall@wdh.co.uk