



Warm Home Discount 2016/17

Introduction

The Warm Home Discount scheme provides a discount of £140 off an eligible household's electricity bill. The scheme is made of two elements, a Core Group and a Broader Group.

The Core Group of participants should receive their discount automatically, without having to make an application, but those in the Broader Group will need to check with their supplier if they are eligible to receive the discount and make an application to receive the discount on their electricity bill.

This document is meant as a guide as to the eligibility criteria for the Broader Group schemes of the participating energy suppliers. It provides information and about the different schemes and where available links to the application forms and contact details for each supplier.

This document will be updated on a regular basis – but for the most up to date information, please refer to the Government website - <https://www.gov.uk/the-warm-home-discount-scheme/what-youll-get>

Participating suppliers

Here is a list of participating suppliers participating in 2016/17:

- Atlantic
- Bristol Energy
- British Gas
- Co-operative Energy
- EDF Energy
- E.On
- Equipower (Ebico)
- Equigas (Ebico)
- Extra Energy
- First Utility
- GB energy
- Manweb – see ScottishPower
- M&S Energy
- Npower
- Our Power
- OVO
- Sainsbury's Energy
- Scottish Gas
- Scottish Hydro
- ScottishPower
- Southern Electric
- SSE
- SWALEC – see SSE
- Utiltia
- Utility Warehouse

Changing suppliers

If you're in the Core Group and expecting an automatic discount:

The company that supplied your electricity on 10 July 2016 is responsible for giving you the discount, even if you're now with another supplier.

If you're in the Broader Group:

If you change electricity supplier before you've been given the discount, you'll need to contact your new supplier and see if you can apply with them instead, as their criteria may be different. Unfortunately applications can't be transferred between suppliers, so you'll need to make a new application with your new supplier.

Warm Home Discount Core Group

For winter 2016 to 2017, you could get £140 off your electricity bill through the Warm Home Discount Scheme.

The money isn't paid to you - it's a one-off discount on your electricity bill between October and April.

The discount won't affect your [Cold Weather Payment](#) or [Winter Fuel Payment](#).

You qualify for the discount if on 10 July 2016 all of the following applied:

- your electricity supplier was part of the scheme
- your name (or your partner's) was on the bill
- you were getting the Guarantee Credit element of [Pension Credit](#) (even if you get Savings Credit as well)

If you [qualify](#) for the discount, you'll get a letter this autumn or winter telling you either:

- you don't have to apply - you'll get the discount automatically
- to apply by 28 February 2017 - the letter will tell you why and how

You'll receive your letter by 16 December at the latest.

If you don't get a letter contact the Warm Home Discount Team if you don't get a letter but believe you qualify.

You can also qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter. Your electricity supplier can tell you how you'll get the discount if you're [eligible](#), for example a voucher you can use to top up your meter

Telephone: 0345 603 9439

Monday to Friday, 8:30am to 4:30pm

[Find out about call charges](#)

Warm Home Discount Broader Group

The following suppliers are participating in Warm Home Discount scheme for 2016 / 17. All information has been taken from the supplier's website and a link to the website is in the supplier's name.

The Broader Group is a limited amount of funds per supplier, so make applications early to make you can help as many people as possible.

[Atlantic](#) – see [SSE](#)

[Bristol Energy](#)

As a voluntary supplier Bristol Energy is only offering the Warm Home Discount to customers who are in the Core Group. The Core Group is made of people in receipt of the Guarantee Credit element of Warm Home Discount.

Customers who signed up to Bristol Energy before 10th July 2016, who form part of the Core Group will be eligible for a Warm Home Discount payment from Bristol Energy.

Bristol Energy will receive confirmation from DWP that a customer is due payment. Once Bristol Energy is made aware, we will credit the customer £140 to their electricity account. All payments will be made by April 2017, but hopefully before.

[British Gas](#)

Application form - <https://britishgaswarmhomediscount.com/>

- Credit customers: 0800 072 8625
- Pay as you go: [0800 294 8604](tel:08002948604)
- Textphone: 18001 0800 072 8626

You must continue to be in supply of your electricity with British Gas when the payments are made in winter 2016/2017 (any time up to 31st May 2017).

To qualify you must be the account holder or partner of the account holder and are required to meet one of the following criteria:

- In receipt of the Savings or Guarantee & Savings element of the State Pension Credit (unless already qualifying as part of Core Group).
- In receipt of one of the following means tested eligible benefits:
 - Income Support.
 - Income based Jobseekers' Allowance.
 - Income related Employment and Support Allowance (which includes a work related activity or support component).
 - Universal Credit (low income elements).

And includes one of the following:

- Child element for children aged 5 or under.
- Disabled child element.

- Be a customer with a gross annual household income (HHI) of less than £16,190^[3] and the account holder is living with mental or physical disability or illness, or there is vulnerability within the home (children living in the house aged 5 or under) or of pensionable age.
- Be a customer with a gross annual household income (HHI) of less than £16,190^[3] and spend 10% or more of household income on energy bills to heat the property.

Please note that we may ask you for documentary evidence to support your claim, as required by Scheme Guidelines.

Co-operative energy

Application form - <https://www.cooperativeenergy.coop/reduce-your-bills/whd/bg/broader-group/>
 Freephone **0800 954 0693**

You (or your partner) need to be in receipt of one or more of the qualifying criteria in Section A below:

- In receipt of the Savings Element of Pension Credit only
- In receipt of Council Tax Reduction (excludes 25% single person's discount)
- In receipt of Income Support
- In receipt of Income-based or Contribution-based Job Seekers Allowance (JSA)
- In receipt of Income-related or Contribution-based Employment & Support Allowance (ESA)
- In receipt of Working Tax Credit
- In receipt of Housing Benefit with a total annual household income of £16,190 or less (before tax and National Insurance)
- In receipt of Child Tax Credit where the award statement shows a total annual household income of £16,190 or less
- In receipt of Universal Credit with a total annual household income of £16,190 or less (before tax and National Insurance)
- A total annual household income of £16,190 or less (before tax and National Insurance)

And you (or your partner) need to be in receipt of one or more of the qualifying components in Section B below:

- In receipt of Personal Independence Payments (PIP)
- In receipt of Disability Living Allowance (DLA)
- In receipt of any Income-related benefit which includes:
 - a Carer's Premium and Carer's Allowance (for someone within the applicant's household)
 - OR Attendance Allowance (for the applicant or their partner)
 - Hold a Maternity Exemption Certificate (MATEX)
 - Hold a Medical Exemption Certificate (MEDEX)
 - Are exempt from Prescription Charges (only for customers in England)
 - Are aged 62 and over
 - Are disabled or someone else within the household has a disability
 - Have a dependent child under 5 (dependent child who normally resides with the applicant)
 - Have a dependent child aged 6 – 16 (dependent child who normally resides with the applicant), or under 20 if in full time education (dependent child who normally resides with the applicant)
 - In receipt of the limited capability for work element of Universal Credit

EDF Energy

Application form - <https://supportplus.edfenergyonline.co.uk/>

Eligibility criteria:

- Income Support and - Has parental responsibility for a child under the age of 5 who ordinarily resides with you; or receives any one of the following:
 - a disabled child premium or child tax credit which includes a disability or severe disability element;
 - a disability premium, enhanced disability premium, severe disability premium;
 - disability living allowance, personal independence payment or attendance allowance for you or another adult living with you
 - a pensioner premium, higher pensioner premium or enhanced pensioner premium
- Income-related employment and support allowance and Has parental responsibility for a child under the age of 5 who ordinarily resides with you; or receives any one of the following:
 - a disabled child premium or child tax credit which includes a disability or severe disability element;
 - a disability premium, enhanced disability premium, severe disability premium
 - disability living allowance, personal independence payment or attendance allowance for you or another adult living with you
 - a pensioner premium, higher pensioner premium or enhanced pensioner premium;
 - a work related activity or support component
- Income-based job seekers allowance and - Has parental responsibility for a child under the age of 5 who ordinarily resides with you; or receives any one of the following:
 - a disabled child premium or child tax credit which includes a disability or severe disability element;
 - a disability premium, enhanced disability premium, severe disability premium;
 - disability living allowance or personal independence payment or attendance allowance for you or another adult living with you
 - a pensioner premium, higher pensioner premium or enhanced pensioner premium;
- Universal Credit, or is in work or is self- employed and on a total household annual income of less than £16,190 and -
 - Is in receipt of the limited capability for work element, with or without a work-related activity element, Or
 - Is in receipt of the disabled child element, Or
 - disability living allowance or personal independence payment or attendance allowance for you or another adult living with you, OR
 - Has parental responsibility for a child under the age of 5 who ordinarily resides with you.
- Child tax credit - by virtue of an award which is based on your annual income not exceeding £16,190
- Working Tax Credit and you have a household income of £16,190 or less
 - Have parental responsibility for a child under the age of 5 who ordinarily resides with you, OR
 - Is in receipt of a disabled worker element or severe disability element, disability living allowance or personal independence payment or attendance allowance for you or another adult living with you, OR
- Is aged 62 years or over.

- Pension Credit - Savings Credit ONLY (e.g. you do not receive the Guarantee Credit element of Pension Credit).
- If you receive Pension Credit which includes Guarantee Credit on the qualifying date of 10th July 2016, you will automatically qualify for the Warm Home Discount rebate.

You only need to apply for your Warm Home Discount rebate if you receive the Savings Credit element of Pension Credit ONLY. The Pension Service can advise you which elements of Pension Credit you receive, or check your Pension Credit award notice.

E.ON

Application form - <https://www.eonenergy.com/for-your-home/saving-energy/need-little-extra-help/warm-home-discount/warm-home-discount-form>

Eligibility Criteria:

- Not receiving the Guarantee element of Pension Credit and either:
 - In receipt of council tax reduction and over the age of 62 (25% single person's discount is not eligible)
 - In receipt of the Savings Element of Pension Credit only
- In receipt of Child Tax Credit - (or the Universal Credit equivalent) with a total household annual income less than or equal to £16,190
- Income related Employment and Support Allowance
- Income Support or Job Seekers Allowance, with any of the following:
 - A disability or pensioner premium
 - Disabled child premium
 - Child Tax Credit that includes a disability or severe disability element
 - A child under 5 living with you
 - Disability Living Allowance or Personal Independence Payment
 - MATEX or MEDEX certificate
- Working Tax Credit with a relevant income of £16,190 or less with either of the following:
 - Disability Living Allowance or Personal Independence Payment
 - MATEX or MEDEX certificate
- Universal Credit with a total household income of less than or equal to £16,190 with either:
 - Limited capability for work element (with or without a work-related activity element)
 - A child element (with or without the disabled child element)

Equipower (Ebico) and Equigas (Ebico)

To apply for the ebico scheme - email at info@ebico.org.uk with your name, and the address and postcode to which your EquiPower is supplied.

Call on 0800 458 7689 or 01993 608 404

The following is a full list of the eligibility criteria for the Warm Home Discount Scheme 'Broader' group 2016/17.

- Pensioners
 - I receive the Savings or Guaranteed element of Pension Credit O
 - I receive Income Support, **income-based** Jobseeker's Allowance, **income-related** Employment and Support Allowance or Universal Credit **AND** a pensioner premium (all rates)

- Chronically sick and / or disabled
 - I receive Incapacity Benefit or Severe Disablement Allowance or Employment and Support Allowance **AND** either Housing or Council Tax benefit **OR**

 - I receive Income Support, **income-based** Jobseeker's Allowance, **income-related** Employment and Support Allowance or Universal Credit **AND** one of the following statements applies to me:
 - I have a child living with me who was born on or after 01 April 2011
 - I receive Disability Living Allowance / or I receive Disability Living Allowance on behalf of a child living with me who was born on or after 01 April 1997
 - I receive Disability Living Allowance (DLA) / Personal Independence Payment (PIP)
 - I receive Incapacity benefit or Severe Disablement Benefit (these only relate to Income Based Jobseekers allowance)
 - I receive War Disablement Pension
 - I receive Industrial Injuries Disablement Benefit
 - I receive an additional payment (such as the work-related activity group or support component of Employment and Support Allowance) because I am sick or disabled.
 - A limited capacity for work element (with or without a work-related activity element (this is only relates to Universal Credit)
 - I receive a disability premium (all rates)

 - I have a total household annual income of less than £16,190 **AND** receive Working Tax Credits or the Universal Credit equivalent **AND** a Disability Living Allowance (DLA)/ Personal Independence Payments(PIP).

- Families
 - I receive Income Support, **income-based** Jobseeker's Allowance, or **income-related** Employment and Support Allowance **AND** one of the following statements applies to me:
 - I have a child living with me who was born on or after 01 April 2011
 - I receive Disability Living Allowance on behalf of a child living with me born on or after 01 April 1997

 - I have a child living with me who receives free school meals who was born on or before 01 April 2008

 - My total household annual income is less than £16,190 and I receive child tax credit **OR** the universal credit equivalent **AND** one of the following
 - I receive a disability premium (all rates)
 - I receive a pensioner premium (all rate)
 - I have a child living with me who is under 8, born on or after 01 April 2008
 - I receive child tax credit which includes a disability premium for a child living with me who was born on or after 01 April 1997
 - I have a disabled child with a disability premium living with me born on or after 01 April 1997

Extra Energy

From the FAQs on their website - <http://www.extraenergy.com/home/faq/help-and-advice#>

Do you offer customers the Warm Home Discount?

We'll be offering the Warm Home Discount (WHD) to our customers from 1st April 2016. The WHD scheme has been extended to 2021, and eligible **extraenergy** customers will be able to apply for the discount.

Contact number - 0800 953 4774

First Utility

The scheme for 2016/17 is not yet open, but you can register your interest -

<https://www.surveymonkey.co.uk/r/XQ2Z9F9>

GB Energy

In the extra questions on their FAQ page - <https://www.gbenergysupply.co.uk/faq>

Currently, only offering the Warm Home Discount to 'Core Group' customers. Core Group customers are those who receive the Guarantee Credit element of the Pension Credit – even if you receive the Savings Credit too.

If you receive this benefit the Department for Work and Pensions (DWP) will write to you between October and December 2016 to confirm if you're entitled to the discount and what you need to do next. You don't need to contact us to register for the scheme.

I couldn't see a contact number.

Manweb - see [ScottishPower](#)

M&S Energy – see [SSE](#)

Information on their website - <https://www.mandsenergy.com/help/warm-home-discount/>

Referring customers to the SSE eligibility criteria – see below

[npower](#)

2016/17 scheme not yet open – page has information about the 15/16 eligibility criteria

Our Power

Only based in Scotland

No information on the website, but phone number is Freephone 0808 168 4534

OVO

Application form - <http://ovowarmhomediscount.com/ovo1617v2.htm>

Eligibility Criteria:

- In receipt of income support or income support Jobseeker's Allowance and you have/receive any of the following:
 1. Parental responsibility for a child under the age of 5 who ordinarily resides with that person
 2. The household has a child aged 18 years or under and in full-time education (born on or after 01/04/1998)
 3. Customer is in receipt of a current MATEX or MEDEX certificate
 4. You currently receive any one of the following:
 - child tax credit which includes a disability or severe disability element;
 - a disabled child premium;
 - a disability premium, enhanced disability premium or severe disability premium
 - a pensioner premium, higher pensioner premium or enhanced pensioner premium

- In receipt of income-related employment and support allowance which includes a work related activity or support component and you have/receive any of the following:
 1. Receive a work related activity or support component
 2. Have parental responsibility for a child under the age of 5 who ordinarily resides with that person
 3. The household has a child aged 18 years or under and in full-time education (born on or after 01/04/1998)
 4. Customer is in receipt of a current MATEX or MEDEX certificate; OR
 5. You currently receive any one of the following:
 - child tax credit which includes a disability or severe disability element;
 - a disabled child premium;
 - a disability premium, enhanced disability premium or severe disability premium
 - a pensioner premium, higher pensioner premium or enhanced pensioner premium

- In receipt of Universal Credit and are either not in work or are self-Employed (and Gross Annual Household Income not exceeding £16,190) and you have/receive any of the following:
 1. Has parental responsibility for a child under the age of 5 who ordinarily resides with that person
 2. The household has a child aged 18 years or under and in full-time education (born on or after 01/04/1998)
 3. You are in receipt of the limited capability for work element, with or without a work-related activity element
 4. You are in receipt of the disabled child element (whether in employment or not)
 5. You are in receipt of a current MATEX or MEDEX certificate
 6. You receive disability benefits or are registered disabled

- If I have a total household income under £16,190 and if you or a resident of the property currently have/receive any of the following:

1. Have parental responsibility for a child under the age of 5 who ordinarily resides with that person
2. The household has a child aged 18 years or under and in full-time education (born on or after 01/04/1998)
3. A child who is Disabled and getting a Child Disability Premium or Child Tax Credit that includes a disability or severe disability element or UC equivalent
4. You receive disability benefits or are registered disabled
5. You require constant care
6. An individual relies on Mains Powered Medical Equipment
7. Long term physical or mental illness (Learning Difficulties)
8. You are in receipt of a current MATEX or MEDEX certificate
9. Your Fuel bills for heating are more than 10% of Gross Annual Household Income

Sainsbury's Energy - see [British Gas](#)

Scottish Gas - see [British Gas](#)

Scottish Hydro - see [SSE](#)

[ScottishPower](#)

You can apply online, by following the link below or contact - contactus@scottishpower.com

Link to application form - <https://www.scottishpower.co.uk/whd.process?execution=e1s1>

To qualify for the ScottishPower Warm Home Discount Broader Group rebate, you must be a domestic ScottishPower electricity account holder and you or another member of your household must be in receipt of:

- Income Related Employment Support Allowance;
- Income Based Jobseeker's Allowance;
- Income Support;
- Universal Credit and is not in work or Self-Employed.

or if the following statement applies you may also qualify, if

- Your total gross household income is less than £16,190 AND your household also meets at least one of the following criteria:

There is a child permanently living in your household who:

- is 5 years or under (born on or after 01st April 2011);
- is 18 years or under in full time education (born on or after 01st April 1998);
- Is entitled to free school meals;

You or another member of your household:

- receives Child Tax Credit or Working Tax Credit which includes a disability element or severe disability element, disabled child element or severely disabled child element or family element or Universal Credit Equivalent;
- receives an Income Related Benefit which includes a disabled child premium, disability premium, severe disability premium, enhanced disability premium or Universal Credit Equivalent;
- receives Pensioner Premium, Higher Pensioner Premium or Enhanced Pensioner Premium;
- is in receipt of the limited Capability for work element with or without a work-related activity element;
- is in receipt of the disabled child element;
- receives Disability Living Allowance (DLA), Personal Independence Payment (PIP); Incapacity Benefit or Attendance Allowance;
- is aged 63 or over;
- receives exemption from NHS prescription charges (where applicable) and/or
- your household's annual energy spend is, more than 10% of the annual income.

Southern Electric - see [SSE](#)

[SSE](#)

Request an application form using the **[online form](#)** or by call on 0800 622 838.

Then fill it in and either:

- Scan it (you need to sign it first) and email it to priority.services@sse.com
- Post it to Careline, FREEPOST, PO Box 224, Havant, PO9 9DG

Once SSE receives the application, they will check eligibility and write to the customer for confirmation.

Discounts will be credited by 31 May 2017.

Eligibility - You may be eligible for SSE's the broader group if you:

- receive the Savings or Guaranteed element of Pension Credit Or
- receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit AND a pensioner premium (all rates)
- receive Incapacity Benefit or Severe Disablement Allowance or Employment and Support Allowance AND either Housing or Council Tax benefit
- receive Income Support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance or Universal Credit AND one of the following statements applies:
 - A child living with them who was born on or after 01 April 2011
 - receive Disability Living Allowance / or I receive Disability Living Allowance on behalf of a child living with me who was born on or after 01 April 1997
 - receive Disability Living Allowance (DLA) / Personal Independence Payment (PIP)
 - receive Incapacity benefit or Severe Disablement Benefit (these only relate to Income Based Jobseekers allowance)
 - receive War Disablement Pension
 - receive Industrial Injuries Disablement Benefit

- receive an additional payment (such as the work-related activity group or support component of Employment and Support Allowance) because I am sick or disabled.
- A limited capacity for work element (with or without a work-related activity element (this is only relates to Universal Credit)
- receive a disability premium (all rates)
- Total household annual income of less than £16,190 AND receive Working Tax Credits or the Universal Credit equivalent AND a Disability Living Allowance (DLA)/ Personal Independence Payments(PIP)
- receive Income Support, income-based Jobseeker's Allowance, or income-related Employment and Support Allowance AND one of the following statements applies:
 - A child living with me who was born on or after 01 April 2011
 - receive Disability Living Allowance on behalf of a child living with me born on or after 01 April 1997
 - OR
 - have a child living with me who receives free school meals who was born on or before 01 April 2008
 - OR
- Total household annual income is less than £16,190 and receive child tax credit OR the universal credit equivalent AND one of the following:
 - receive a disability premium (all rates)
 - receive a pensioner premium (all rate)
 - have a child living with me who is under 8, born on or after 01 April 2008
 - receive child tax credit which includes a disability premium for a child living with me who was born on or after 01 April 1997
 - have a disabled child with a disability premium living with me born on or after 01 April 1997

SWALEC - see [SSE](#)

Utilita

Utilita scheme is closed for 16/17

If you want to contact Utilita - 03303 337 442 Monday – Friday 8am to 8pm, Saturday 8am to 5pm or Sunday 9am to 5pm.

To be eligible for Utilita's 2016/2017 Warm Home Discount rebate, you must meet at least one of the following main benefits and a sub element of this benefit:

Income Support, Income based JSA, ESA (which includes a work related or support element). Which also includes one of the following sub criteria(s):

- A child under the age of 5
- Child Tax Credit, which includes disability or severe disability element
- A disabled child premium
- A pensioner premium, higher pensioner premium or enhanced pensioner premium

Child Tax Credit by virtue of an aware, which is based on an annual income not exceeding £16,190, which also includes one of the following sub criteria(s):

- A disability or severe disability element
- A disabled child premium
- A child under the age of 5

A person who is in receipt of universal credit (UC 'LIVE' customers) and is not in work or self-employed and with a household income not exceeding £16,190 and:

- Is in receipt of the limited capability for work element, with or without a work related activity element
- Is in receipt of the disabled child element; or
- Has parental responsibility for a child under the age of 5 who ordinarily resides with that person.

[Utility Warehouse \(PDF, 213KB\)](#)

If you, or a permanent resident in your home, receive one of the benefits in both Section A and Section B below, you should qualify for the discount.

Section A:

- Income Support
- Income based Jobseekers Allowance
- Income related Employment and Support Allowance (ESA)
- Universal credit
- Household annual income less than £16,190

Section B:

- Child Tax Credit (with or without a disability or severe disability element)
- A disability premium, enhanced disability premium or severe disability premium
- Disability Living Allowance/Attendance Allowance (for an adult or child within the household)
- Long term Incapacity Benefit
- A child under five living with them
- A disabled child premium
- Personal Independence Payment
- Pensioner premium, higher pensioner premium or enhanced pensioner premium

You won't need to send us any documents to support your application at this time. We will contact you at a later date if we need you to provide proof of the benefits that you are receiving.

The scheme works on a first come, first served basis; payments will be made by the end of March 2017.

Link to application form - <https://www.utilitywarehouse.co.uk/clubhouse/warmhome/>