



Getting the Energy Bills Support Scheme discount

Applies to England, Scotland and Wales

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The Energy Bills Support Scheme provides a £400 non-repayable discount to eligible households to help with their energy bills over winter 2022 to 2023.

The discount is automatic. If you get a message asking for your bank details, this could be a scam. You can report messages you think are suspicious.

1. Eligibility

All households with a domestic electricity connection in England, Scotland and Wales are eligible for the discount.

If your circumstances change

You'll still get the discount if:

- you change your payment method
- you change your tariff
- you switch electricity supplier
- you move to a new address
- your supplier goes bust
- you're in arrears on your electricity bill payments

Households in Northern Ireland

Households in Northern Ireland will receive a £400 discount on bills through the Northern Ireland Energy Bills Support Scheme. Customers do not need to take any action to receive support. More information will be published soon.

If you live in a park home, houseboat or off the grid

The government has confirmed that further funding will be available to provide equivalent support of £400 for energy bills for the 1% of households who are not eligible for the discount.

This includes households without a domestic electricity meter and a direct relationship with an electricity supplier, for example if you live in a park home, houseboat or you live off the grid.

2.How you'll get the discount

You do not need to apply for the discount, and there's no need to contact your energy supplier.

The discount will be applied to your monthly household electricity bill for 6 months starting in October 2022. You'll get:

- £66 in October and November
- £67 in December, January, February and March

You'll get the discount monthly, even if you pay for your energy quarterly or use a payment card.

Traditional prepayment meter users will get equivalent vouchers that you will need to redeem - see [If you have a traditional prepayment meter](#) for more information.

Your electricity supplier should provide more guidance on the scheme before it starts.

If you have not received your first instalment by the end of October 2022, you need to contact your supplier.

If you're a direct debit customer

You'll get the discount automatically in one of the following ways, as:

- a reduction to your monthly direct debit amount
- a refund to your bank account following the monthly direct debit collection

If you pay by standard credit or payment card

Your discount will be automatically applied as a credit to your account in the first week of each month. The credit will appear as it would if you had made a payment.

If you have a smart prepayment meter

Your discount will be credited directly to your smart prepayment meter in the first week of each month.

If you have a traditional prepayment meter

You'll get the discount from the first week of each month. You'll get the discount automatically in one of the following ways, as:

- redeemable vouchers, sent by SMS text, email or post
- an automatic credit when you top up at your usual top up point

Your electricity supplier will let you know in advance how you will get your discount.

Your supplier should have your contact details, but if you're not sure or you don't receive any information from them, you should check that they have your latest number and email.

If you get vouchers you'll need to redeem them at a top-up point. Your supplier will tell you where to redeem them, for example at a Post Office branch or a PayPoint shop.

Payzone outlets are unable to accept the vouchers.

If you pay for your electricity as part of your rent

If your landlord has a domestic electricity contract with a licensed electricity supplier, and you pay for your electricity as part of your rent, your landlord may pass their discount on to you.

Your landlord may be reselling the electricity to you based on your usage, in which case:

- they must comply with the maximum resale price rules which say they must not make a profit
- the maximum resale price for electricity is currently set at the same price as that paid by the person reselling it (see Ofgem's guidance on ensuring customers are being charged no more than they should)

Your landlord may charge an 'all inclusive' rent, where a fixed cost for energy usage is included in your rental charges, in which case:

- they are encouraged to come to an agreement with you on the discount in line with the arrangement in your tenancy agreement
- the landlord's fixed charge may already provide you with similar protection from the impact of the energy price increase

3. Other help

If you're in debt to your energy supplier, you might be able to get a grant to help pay it off.

You may be able to get other kinds of support, including:

- a £650 Cost of Living Payment for households on means tested benefits
- a £300 Pensioner Cost of Living Payment, to be paid alongside the Winter Fuel Payment
- a £150 Disability Cost of Living Payment for people who get certain disability benefits
- help from the Household Support Fund (distributed via Scottish Welfare Fund in Scotland) from your local council

This information has been copied from the following UK Government website:

<https://www.gov.uk/guidance/getting-the-energy-bills-support-scheme-discount>