

## Warm Home Discount Scheme

### What is the Warm Home Discount Scheme?

The Warm Home Discount Scheme is a Government led scheme, started in 2011, that offers support to households that are living in, or are at risk of, fuel poverty.

Eligible households are separated into two groups: the 'Core' group and the 'Broader' group. For the year 2019/20 they will receive a one-off payment of £140 on their electricity or gas bill.

### The Core Group

Members of this group are Pension Credit customers who, on the 7<sup>th</sup> July 2019 (the 'Qualification Date'), must meet the following criteria to qualify:

- You need to be the named account holder or partner of the named account holder on the Qualification Date
- You (or your partner) are receiving the Guarantee element of Pension credit

There's no need for members of the Core Group to make an application; the Government will write to potential qualifying customers to inform them of their eligibility, and will then advise us of who should receive the payment.

Customer's in receipt of the Guaranteed element of Pension credit should receive a letter from the DWP as follows:

- Where the DWP are able to 'Match' the eligible customer with the supplier, a letter is sent to the customer containing a reference that starts with an 'M'. This letter advises the customer that the credit will be applied automatically by the supplier before the 31<sup>st</sup> March 2020. The DWP contact number for 'Matched' customers is 0800 731 0214.
- Where the DWP are unable to match the eligible customer to the supplier, a letter is sent to the customer with a 'U' reference (Unmatched) that advises the customer to contact the DWP to advise who their supplier is. The DWP contact number for Unmatched customers is 0800 917 1003. Payments are made by the 31<sup>st</sup> March 2020.
- Whichever supplier a customer is with on the Qualification Date is the supplier that will pay the credit.
- The DWP call centre opens on 14<sup>th</sup> October 2019 and closes on 27<sup>th</sup> March 2020
- If a customer hasn't received a letter from the DWP, they can call 0800 917 1003 to query if they are eligible under the scheme.

The deadline date to claim a Warm Home Discount Scheme Core Group credit is the 28th February 2020. Please ensure you contact the helpline prior to this date so that you don't miss out.

## The Broader Group

The Broader Group is open to existing customers who must continue to be in supply of their electricity from Utility Warehouse when we stop taking applications.

Qualifying customers must be in receipt of one of the following:

- Income Support (not Pension Credit)
- Income-based Jobseeker's Allowance
- Income related Employment and Support Allowance (ESA) (not Contribution-based ESA)
- Universal Credit
- Household annual income less than £16,190\*
- Pension Credit Guarantee & Savings, or Pension Credit Savings only

Who also have any of the following:

- 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 (for an adult or child within the household)
- Long term Incapacity Benefit
- Has parental responsibility for a child under the age of five who lives with them
- Disabled child premium
- Personal Independence Payment (PIP)
- State Pension
- Pensioner Premium, Higher Pensioner Premium or Enhanced Pensioner Premium

## How do I apply?

As part of the application process, you will be required to provide a declaration that you meet the eligibility criteria of the scheme.

You may also be required to provide written documentary evidence of eligibility before receiving a credit in any scheme year.

The scheme works on a 'first come-first served' basis and there is one credit per household.

Please apply online by clicking [here](#).

\*Household income includes War Disablement Pension, Disablement Pension Allowance and Working Tax Credit. Household income excludes Council Tax Benefit, Housing Benefit, Attendance Allowance, Disability Living Allowance, and Child Tax Credit; and is before tax and National Insurance are deducted (gross income).