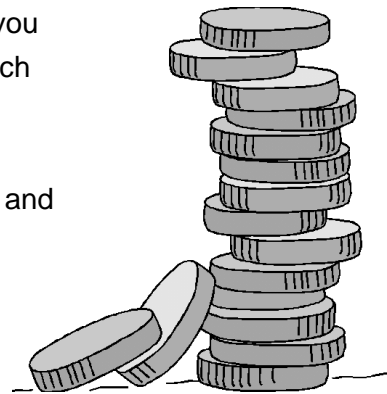


# Warm Home Discount

## £140 rebate for vulnerable electricity customers

You may be eligible for a £140 rebate from your electricity supplier and possibly other benefits, if one or more of the following applies to you:

- Receiving the Guarantee Credit element of Pension Credit, even if you get Savings Credit as well. This will put you in the Core Group\*, which means you get the Discount automatically
- Are in receipt of a means tested benefit, e.g. Income Support, Income-based Job Seekers Allowance, Income-based Employment and Support Allowance, Universal Credit
- Have other vulnerabilities, e.g. young children in the household, disability, low income, over 62



### What you need to do

If you receive the Guaranteed Credit element of Pension Credit, you do not need to do anything. Your £140 rebate should be paid automatically since the Department of Work and Pensions and energy suppliers are working together to deliver the discount. If the other categories apply, or you are unsure, call your electricity supplier to find out if you are eligible and apply.

### Energy suppliers participating in the scheme

The electricity suppliers involved in this scheme are: Atlantic, British Gas, Bulb Energy, Co-operative Energy, Economy Energy, EDF Energy, E.ON, First Utility, GB Energy, Manweb, M&S Energy, npower, OVO, Sainsbury's Energy, Scottish Gas, Scottish Hydro, Scottish Power, Southern Electric, Spark Energy, SSE, SWALEC, Utilita, and Utility Warehouse.

Read the detailed list of [our 10 most commonly used suppliers](#), and the [list of participating suppliers](#).

**\*Core group suppliers:** Bristol Energy, Our Power, Robin Hood Energy

### Are Cold Weather Payment and Winter Fuel Payment affected?

Discounts paid under the Warm Home Discount Scheme will **not** affect any Cold Weather Payment or Winter Fuel Payment you may receive.

## Our 10 most commonly used suppliers

Electricity Supplier	How to apply	Qualifying criteria		
<b>British / Scottish Gas</b>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call: 0333 202 9802 (credit and prepayment customers)</p>	<p>In receipt of the Savings or Guarantee &amp; Savings element of the Pension Credit OR In receipt of one of the following means tested eligible benefits:</p> <ol style="list-style-type: none"> <li>1. Income related employment and support allowance</li> <li>2. Income based Jobseekers' Allowance</li> <li>3. Income Support</li> <li>4. Universal Credit (low income elements)</li> </ol> <p>And includes one of the following: Child element for children aged 5 or under, Disabled child element</p> <p>OR Customer has a gross annual household income of less than £16,190 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.</p> <p>OR Customer household has an annual income of less than £16,190 and spends 10% or more of their household annual income on energy bills to heat the property.</p>		
<b>Economy Energy</b>	<p>Call: 0333 103 9053</p>	<ol style="list-style-type: none"> <li>1. Income Related Employment Support Allowance;</li> <li>2. Income Based Jobseeker's Allowance;</li> <li>3. Income Support;</li> <li>4. Universal credit and has an earned income of between zero and £1,349 in at least one of the twelve preceding assessment periods</li> <li>5. Total gross household income is less than £16,190</li> <li>6. Pension Credit Savings Credit</li> </ol> <p>In order to qualify, you or a household member must be in receipt of one from the above list, and in receipt /have one of the below criteria:</p> <ul style="list-style-type: none"> <li>• Have parental responsibility for a child under 18 and in full time education, or a child under 16</li> <li>• Receive Child Tax Credit or Working Tax Credit Receive Disability Living Allowance (DLA), Personal Independence Payment (PIP), Incapacity Benefit or Attendance Allowance</li> <li>• Receive the disabled child element</li> <li>• Receive an income related benefit, which includes a disabled child premium, disability premium, severe disability premium, enhanced disability premium or universal credit equivalent</li> <li>• Receive Pensioner Premium, Higher Pension Premium or Enhanced Pensioner Premium</li> <li>• Have a household Fuel spend which is greater than 10% of annual household income</li> <li>• Have a member of the household aged 63 or over</li> </ul>		
<b>EDF</b>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call: 0808 101 4130</p>	<p>To qualify, you must meet at least one criteria from each of these 2 groups:</p> <table border="0"> <tr> <td data-bbox="596 1458 1054 1760"> <p><b>Group 1</b></p> <ul style="list-style-type: none"> <li>- Income Based Job Seekers Allowance</li> <li>- Income Support</li> <li>- Income related Employment Support Allowance which includes a work related activity or support component</li> <li>- Universal Credit and have earned less than £1,349 in at least one month since 1 March 2018</li> </ul> </td> <td data-bbox="1075 1458 1533 1910"> <p><b>Group 2</b></p> <p>you have a child under the age of five who lives with you; OR you or another adult living with you receive any one of the following:</p> <p>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 DLA, PIP or Attendance Allowance a pensioner premium, higher pensioner premium or enhanced pensioner premium</p> </td> </tr> </table>	<p><b>Group 1</b></p> <ul style="list-style-type: none"> <li>- Income Based Job Seekers Allowance</li> <li>- Income Support</li> <li>- Income related Employment Support Allowance which includes a work related activity or support component</li> <li>- Universal Credit and have earned less than £1,349 in at least one month since 1 March 2018</li> </ul>	<p><b>Group 2</b></p> <p>you have a child under the age of five who lives with you; OR you or another adult living with you receive any one of the following:</p> <p>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 DLA, PIP or Attendance Allowance a pensioner premium, higher pensioner premium or enhanced pensioner premium</p>
<p><b>Group 1</b></p> <ul style="list-style-type: none"> <li>- Income Based Job Seekers Allowance</li> <li>- Income Support</li> <li>- Income related Employment Support Allowance which includes a work related activity or support component</li> <li>- Universal Credit and have earned less than £1,349 in at least one month since 1 March 2018</li> </ul>	<p><b>Group 2</b></p> <p>you have a child under the age of five who lives with you; OR you or another adult living with you receive any one of the following:</p> <p>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 DLA, PIP or Attendance Allowance a pensioner premium, higher pensioner premium or enhanced pensioner premium</p>			

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		<p>OR if you receive the Savings element only of Pension Credit</p> <p>OR if you receive Child Tax Credits and have a household income of £16,190 or less</p> <p>OR if you receive Working Tax Credit and have a household income of £16,190 or less and a have child under 5, or are in receipt of a disabled worker element or severe disability element, or DLA, PIP or AA, or are aged 62 years or over</p>
<b>EON</b>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call: 0345 059 9905</p>	<p><b>Pensioners</b></p> <ul style="list-style-type: none"> <li>- Savings element of Pension Credit only</li> <li>- Born on or before 5/1/54 with Council Tax Reduction</li> </ul> <p><b>Benefits</b></p> <ul style="list-style-type: none"> <li>- Income related Employment and Support Allowance</li> <li>- Child Tax Credit or UC equivalent with a relevant income of £16,190 or less</li> </ul> <p><b>Universal Credit</b></p> <p>with monthly earnings not exceeding £1,349 with either of the following:</p> <ul style="list-style-type: none"> <li>- Limited capability for work element (with or without a work-related activity element)</li> <li>- A child element (with or without the disabled child element)</li> </ul> <p><b>Working Tax credit</b></p> <p>with a relevant income of £16,190 or less with either of the following:</p> <ul style="list-style-type: none"> <li>- Disability Living Allowance or Personal Independence Payment</li> <li>- MATEX or MEDEX certificate</li> </ul> <p><b>Income Support or Income-based Jobseeker's Allowance</b></p> <p>With any of the following:</p> <ul style="list-style-type: none"> <li>- Disability or pensioner premium</li> <li>- Disabled child premium</li> <li>- Child Tax Credit that includes a disability or severe disability element</li> <li>- A child under 5 living with you</li> <li>- Disability Living Allowance or Personal Independence Payment</li> <li>- MATEX or MEDEX certificate</li> </ul>
<b>Npower</b>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call: 0808 172 6999</p>	<p>To qualify for this, you must meet at least one criteria from each group:</p> <p><b>Group 1</b></p> <ul style="list-style-type: none"> <li>- Income Support</li> <li>- Income-based Jobseeker's Allowance</li> <li>- Income-related Employment and Support Allowance</li> <li>- Universal Credit</li> <li>- gross annual household income is less than £16,190</li> </ul> <p><b>Group 2</b></p> <ul style="list-style-type: none"> <li>- Have Parental responsibility for a child aged 5 or under</li> <li>- Child Tax Credit</li> <li>- Disabled Child Premium/Element</li> <li>- Disability, Enhanced Disability or Severe Disability Premiums</li> <li>- Disability Living Allowance or Personal Independence Payments</li> <li>- Long term Incapacity Benefit</li> <li>- Pensioner Premium</li> </ul>
<b>Ovo</b>	<p>Call: 0800 5999 440</p>	<p><b>To qualify you must be on one of the following benefits:</b></p> <ul style="list-style-type: none"> <li>- <b>Income Support</b></li> <li>- <b>Income based Jobseekers Allowance</b></li> <li>- <b>Income-related Employment and Support Allowance (which includes a work related activity or support component)</b></li> </ul> <p>and you have/receive any of the following:</p> <ul style="list-style-type: none"> <li>- Parental responsibility for a child under the age of 5</li> <li>- The household has a child born on or after 01/9/98 and in full-time education or approved training and Working Tax Credit is received</li> <li>- Exemption from NHS prescription charges because of: <ul style="list-style-type: none"> <li>o An ongoing chronic illness or pregnancy</li> <li>o Having a baby in the last 12 months</li> <li>o Receiving a current MATEX or MEDEX certificate</li> </ul> </li> <li>- Child tax credit which includes a disability or severe disability element;</li> <li>- A disabled child premium;</li> <li>- A disability premium, enhanced disability premium or severe disability premium</li> </ul>

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		<ul style="list-style-type: none"> <li>- A pensioner premium, higher pensioner premium or enhanced pensioner premium</li> <li>- Have a child who is registered disabled</li> </ul> <p><b>Or if you are in receipt of Universal Credit</b> and Gross Monthly Household Income does not exceed £1,349 and you have/receive any of the following:</p> <ul style="list-style-type: none"> <li>- Has parental responsibility for a child under the age of 5</li> <li>- The household has a child born on or after 1/9/98 and in full-time education or approved training and Working Tax Credit is received</li> <li>- You are in receipt of the limited capability for work element, with or without a work-related activity element as part of your UC</li> <li>- You are in receipt of the disabled child element</li> <li>- Exemption from NHS prescription charges because of: <ul style="list-style-type: none"> <li>o An ongoing chronic illness or pregnancy</li> <li>o Having a baby in the last 12 months</li> <li>o Receiving a current MATEX or MEDEX certificate</li> </ul> </li> <li>- Have a child who is registered disabled</li> <li>- You receive disability benefits (DLA or PIP) or are registered disabled</li> </ul> <p><b>OR if you have a total household income under £16,190</b> and currently have/receive any of the following:</p> <ul style="list-style-type: none"> <li>- Parental responsibility for a child under the age of 5 who ordinarily resides with that person</li> <li>- The household has a child born on or after 1/9/98 and in full time education or approved training and Working Tax Credit is received</li> <li>- 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</li> <li>- You receive disability benefits or are registered disabled</li> <li>- You require constant care</li> <li>- An individual relies on Mains Powered Medical Equipment</li> <li>- Long term physical or mental illness (Learning Difficulties)</li> <li>- Exemption from NHS prescription charges because of: <ul style="list-style-type: none"> <li>o An ongoing chronic illness or pregnancy</li> <li>o Having a baby in the last 12 months</li> <li>o Receiving a current MATEX or MEDEX certificate</li> </ul> </li> <li>- Your Fuel bills for heating are more than 10% of Gross Annual Household Income</li> </ul>
<p><b>Scottish Power</b></p>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call: 0800 027 0072 between 8am and 5pm, Monday to Friday</p>	<p>If you or your partner who lives with you receives at least one of the following benefits you can apply for the Warm Home Discount rebate.</p> <ol style="list-style-type: none"> <li>1. Income Support</li> <li>2. Income Related Employment and Support Allowance</li> <li>3. Income Based Jobseeker's Allowance</li> <li>4. Universal Credit and has earned income up to £1,349 in at least one of the twelve preceding assessment periods</li> </ol> <p>OR if your total gross household income is less than 16,190, AND your household also meets at least one of the following criteria:  Child born on or after 01 April 2013 permanently living in the household / Child born on or after 01 April 2000 in full time education in the household / Child in the household is entitled to free school meals / Child Tax Credit or Working Tax Credit or Income Related Benefit which includes a disability element or severe disability element, enhances disability premium, disabled child element or severely disabled child element or family element or Universal Credit Equivalent / Pensioner Premium / Limited Capability for work element with or without a work-related activity element / In receipt of the disabled child element / Disability Living Allowance, Personal Independence Payment, Incapacity Benefit or Attendance Allowance / Aged 64 or over / Annual energy spend is more than 10% of annual income</p>

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<p><b>Scottish Hydro (SSE)</b></p>	<p>Apply online via their <a href="#">Warm Home Discount page</a></p> <p>Or call 0800 300 111 between 8am and 8pm Mon – Fri and 8am – 2pm Sat</p>	<p>In receipt of Pension Credit. Or in receipt of one of the following benefits:</p> <ul style="list-style-type: none"> <li>• Income Support</li> <li>• Income based Jobseeker’s Allowance</li> <li>• Income related Employment and Support Allowance</li> <li>• Universal Credit, not in work or self-employed</li> <li>• Incapacity Benefit or Employment</li> </ul> <p>AND at least one of the additional criteria: War Disablement Pension, Incapacity benefit (income support only), Disability Living Allowance, Personal Independence Payment, Child born on or after 1 April 2013, A pensioner premium (all rates), A disability premium (all rates), Severe Disablement Allowance (income support only), Industrial Injuries Benefit, Child Disability Living Allowance, Child Tax Credit which includes a disability element for a child born on or after 1 April 1999, A disabled child premium/addition, Child aged 18 years or under and in full time education born on or after 1 April 2000, Limited capability for work element (with or without a work related activity element - Universal Credit only), Housing element as part of Universal Credit (Universal Credit only), with support or work-related activity component (ESA only). OR Incapacity Benefit or Employment Support Allowance (either contribution or income related)</p> <p>AND at least one of the additional criteria: Council Tax Reduction (not including single occupancy discount), Housing Benefit</p> <p>OR Child Tax Credit on an income of £16,190 or less (before tax) AND at least one of the additional criteria: Child born on or after 1 April 2013, Child Tax Credit which includes a disability element for a child born on or after 1 April 1999, A disabled child premium/addition, A pensioner premium (all rates), A disability premium (all rates), Child aged 18 years or under and in full time education born on or after 1 April 2000, Disability Living Allowance, Personal Independence Payment, Child Disability Living Allowance</p> <p>OR Universal Credit and has earned an income of between zero and £1,349 in at least one month during the period 01 April 2018 to 31 March 2019 AND at least one of the additional criteria: Child born on or after 1 April 2013, Child Disability Living Allowance, Disabled child element, Limited capability for work element (with or without a work-related activity element)</p> <p>OR Free School meals for children born on or before 1 April 2010</p> <p>OR Income of £16,190 or less (before tax) and Working Tax Credit or the Universal equivalent AND at least one of the additional criteria: Disability Living Allowance, Personal Independence Payment</p>
<p><b>Spark Energy</b></p>	<p>Call: 0345 034 7474</p>	<p>In receipt of the Savings or Guarantee &amp; Savings element of Pension Credit OR In receipt of one of the following means tested eligible benefits:</p> <ol style="list-style-type: none"> <li>1. Income related employment and support allowance (including work related activity or support component)</li> <li>2. Income based Jobseekers’ Allowance</li> <li>3. Income Support</li> <li>4. Universal Credit (and has a net earned income between zero and £1,349)</li> </ol> <p>AND have one of the following:</p> <ul style="list-style-type: none"> <li>• A child aged 5 yrs or under (born on or after 1/4/13)</li> <li>• A child under 18 in full time education (born after 1/4/00)</li> <li>• Disabled child premium or UC equivalent as part of your benefit</li> <li>• Disability premium or UC equivalent as part of your benefit</li> <li>• Pensioner premium or UC equivalent as part of your benefit</li> <li>• Child Tax Credit that includes a Disability or Severe Disability element or UC equivalent</li> <li>• Limited Capability for work element as part of your Universal Credit</li> </ul>

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		<p>OR your gross annual household income is less than £16190 AND one or more of the qualifying elements applies: A child born on or after 1/4/13, a child born on or after 1/4/00 in full time education OR you or your partner is aged 65 or over, in receipt of state pension, DLA, PIP, IB or AA, registered disabled, Child Tax Credit (including disability or severe disability element or UC equivalent), requires constant care, relies on mains powered medical equipment, long term physical or mental illness or energy bills are more than 10% of gross annual household income.</p> <p>Child Tax Credit based on an annual income not exceeding £16,190</p>
<p><b>Utilita – Applications closed 15/8/18</b></p>	<p>Call: 0330 333 7442</p>	<p>You must meet at least one of the <b>following main benefits</b> and a <b>sub element</b> of this benefit:</p> <p>Income Support, Income based JSA, ESA (which includes a work related or support element). Which also includes one of the following sub criteria(s):</p> <p>A child under the age of 5  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  Child Tax Credit by virtue of an award, which is based on an annual income not exceeding £16,190.</p> <p><b>Must also meet one of the following sub criteria:</b></p> <p>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 is self-employed and with a household 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  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.</p>

## Contact numbers for energy suppliers participating in the Warm Home Discount scheme for 2018/19:

Energy Supplier	Contact Number	Notes
Atlantic	0345 071 9657	Part of Scottish and Southern Energy
Bristol Energy	0808 281 2222	Not for broader group, over 65s with pension credit
British Gas (Scottish Gas)	0333 202 9802 (Credit & prepayment customers)	Also known as Centrica
Bulb Energy	0300 303 0635	
Co-operative Energy	0800 954 0693	Part of the Mid-counties Co-operative
Economy Energy	0333 103 9053	
EDF	0808 101 4130	
E.ON	0345 059 9905	

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Extra Energy	0800 953 4774	
First:Utility	01926 320 700	
Manweb	0800 027 0072	See Scottish Power
M&S Energy	0800 980 2473	Part of Scottish and Southern Energy
npower	0808 172 6999	
Our Power	0808 168 4534	Not for broader group, over 65s with pension credit
Ovo Energy	0800 5999 440	
Robin Hood Energy	0800 731 0214	Not for broader group, over 65s with pension credit
Sainsbury's Energy	0800 316 0316	See British Gas
Scottish Hydro Electric (Scottish and Southern Energy)	0800 300 111	
Spark Energy	0345 034 7474	
ScottishPower	0800 027 0072	
Utilita	0330 333 7442	Pay-as-you-go smart meters
Utility Warehouse	0333 777 0777	

Warm Home Discount is also available to residents of static and park homes. For details visit [Park Homes Warm Home Discount](#) or call 03303 80 10 40.

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