

Warm Home Discount - People on certain benefits who live in England or Wales (Core Group 2)



If you get certain benefits you might be able to get the Warm Home Discount.



If you live in England or Wales, you can get the Warm Home Discount if these were true on 13 August 2023:



1. The energy company you pay your bills to is taking part in the Warm Home Discount



2. Your name (or your partner's name) is on the electricity bill

Your partner is someone you live with and are in a relationship with.

You can also get the Warm Home Discount if someone who is in charge of your benefits or makes decisions for you has their name on the bill.



3. Your home has a **high energy cost score**.

A **high energy cost score** depends on the type of home you have, how old it is, and how big it is.

It is not to do with how much you spend on energy.

Your home must have a high energy cost score for you to get the Warm Home Discount.



4. You (or your partner) get tax credits or one of the benefits on the list below:



- 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

If you get one of these benefits you can get the Warm Home Discount.



You can get the Warm Home Discount if you have a low income and you get:

- Child Tax Credit or
- Working Tax Credit

How to get the Warm Home Discount



The Government are sending out letters to let people know about the Warm Home Discount.



The letters will be sent between October 2023 and early January 2024.



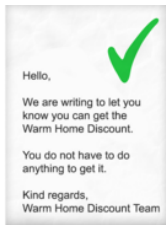
You should get a letter if:



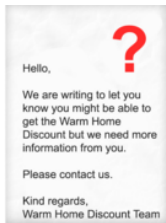
- You can get the Warm Home Discount



- Or you might be able to get the Warm Home Discount, but you need to give some more information.

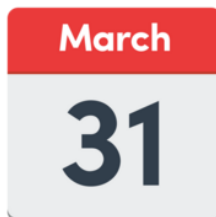


If you can get the Warm Home Discount, your letter will say you do not have to do anything and you will get the discount automatically.



If you need to give some more information your letter will tell you to call the Warm Home Discount helpline by 29 February 2024.

You can give them the information to see if you can get the discount.



If you can get the Warm Home Discount, your energy company will take the money off your bill by 31 March 2024.



If you do not get a letter by the start of January 2024 and you think you can get the Warm Home Discount, call the helpline.

You can call the Warm Home Discount helpline on 0800 030 9322.



You will need to call the helpline before 29 February 2024.



The helpline is open Monday to Friday from 8am to 6pm



The helpline is free from a home phone or mobile phone.



You can write to the Warm Home Discount helpline at:
110552 Warm Home Discount Scheme
PO Box 26965
Glasgow
G1 9BW