

Warm Home Discounts – Winter 2022/3

This factsheet focuses on the government's Warm Home Discount scheme. However, you may also qualify for other forms of assistance with energy bills– [see section 9](#) to find out how to get further advice and support.

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1. What is the Warm Home Discount?

The Warm Home Discount Scheme is a government programme which is administered by energy suppliers to support people on low incomes and who are vulnerable with their heating costs over the winter. If you qualify the discount is a one-off rebate worth £150 which is credited to your electricity bill (or to your gas bill if requested).

Prepayment and pay-as-you-go customers receive the rebate on their electricity key or meter; this may be in the form of a voucher you can use to top up your meter – check with your electricity provider for details.

Changes from winter 2022/3

The scheme has been reformed and extended for four years to 31 March 2026. Changes introduced from winter 2022-3 refocuses the scheme on low-income households most likely to have high energy costs. The previous discretionary 'broader group' discount has been replaced by a new Core Group 2 that applies the same standard criteria across all energy suppliers.

Like any new scheme, there are winners and losers. For example, Housing Benefit claimants with high energy costs qualify under the new rules. However, disability benefit recipients will no longer rebate a rebate unless they also receive a [qualifying means-tested benefit](#). People in this situation or disabled customers who are struggling with energy costs and don't satisfy the new eligibility criteria should get advice to check if additional help may be available to them – see sections [6](#) and [9](#).

Qualifying customers satisfying the eligibility criteria on 21 August 2022 will be identified by matching benefits and tax credits data from the relevant government departments. Most people will automatically receive the rebate by 31st March 2023 and won't need to apply.

The reformed Warm Home Discount scheme targets the following groups:

- pensioners receiving Pension Credit- known as '[core group 1 \(see section 3\)](#)'; and
- people on low incomes receiving qualifying benefits and with high energy costs – known as '[core group 2](#)' ([see section 4](#)).

2. Participating Energy Companies

The following suppliers are part of the Warm Home Discount scheme:

- Affect Energy – see [Octopus Energy](#)
- Atlantic (see [SSE](#))
- [Boost](#)
- [British Gas](#)
- British Gas Evolve (formerly British Gas X – see [British Gas](#))
- [Bulb Energy](#)
- Co-op Energy – see [Octopus Energy](#)
- [E \(Gas and Electricity\)](#)
- [Ecotricity](#)
- [E.ON](#)
- [E.ON Next](#)
- [EDF](#)
- [GEUK \(Green Energy UK\)](#)
- [Good Energy](#)
- [London Power](#)
- [M&S Energy](#)
- [Nabuh Energy](#)
- [Octopus Energy](#)
- [Outfox the Market](#)
- [OVO](#)
- [Rebel Energy](#)
- [Sainsbury's Energy](#)
- Scottish Gas – see [British Gas](#)
- Scottish Hydro – see [SSE](#)
- [Scottish Power](#)
- [Shell Energy Retail](#)
- [So Energy](#)
- Southern Electric - see [SSE](#)
- [SSE](#)
- SWALEC - see [SSE](#)
- [Utilita](#)
- [Utility Warehouse](#)

3. Core Group 1 (Pensioners)

You qualify for the discount if on 21 August 2022 all the following apply:

- your energy supplier is part of the scheme (see [section 2](#));
- you receive the Guarantee Credit element of Pension Credit (even if you get Savings Credit as well);

- your name (or your partner's or appointee's name) is on the energy bill.

Go to [section 5](#) to find out how you get the discount.

4. Core Group 2 (Low income with high energy costs)

You may also be eligible for the discount if on 21 August 2022 **all** the following apply:

- your energy supplier is part of the scheme (see [section 2](#));
- your name (or your partner's) is on the bill;
- you or your partner receive certain means-tested benefits or tax credits (see [Tables 1 and 2](#));
- Your property has a high energy cost score.

Government held data is used to identify low-income and high energy-cost households. Government departments (such as the Valuation Office Agency and energy suppliers) will share data to determine if your home has high energy costs or low energy efficiency taking into account factors such as property type, age and size.

Table 1 Qualifying Benefits and Tax Credits

Housing Benefit
Income-related Employment and Support Allowance
Income-based Jobseeker's Allowance
Income Support
Pension Credit (savings credit)
Universal Credit
Child Tax Credit or Working Tax Credit and income is below the relevant income threshold ([see Table 2](#)).

Table 2					
Income thresholds for Tax Credits claimants					
	Number of children in household				
	None	1	2	3	4
Single adult	16047	20837	25627	30417	35207
2 or more adults	23950	28740	33530	38320	43110

Check if you qualify

Use the online eligibility checker on GOV.UK to find out if you can get a discount:

www.gov.uk/check-if-youre-eligible-for-warm-home-discount. You'll need to know the following to use the service:

following to use the service:

- name of your electricity supplier
- details of any benefits you receive
- the size and age of your property.

Alternatively, contact the Warm Home Discount Helpline on 0800 107 8002.

5. How you get the discount (both Core Groups 1 and 2)

You should receive a letter (between November 2022 to January 2023) telling you about the discount if you're eligible. Most people will receive it automatically by 31st March and don't need to apply. The letter will explain if further action is needed and if you need to call a helpline by the **28th February 2023** to confirm your details.

Important -please note:

1. If you think you're eligible but haven't received a letter by mid-January 2023, call the Warm Home Discount Helpline **before 28th February 2023** on 0800 107 8002 (Monday to Friday 8am to 6pm).
2. If your provider asks you to contact them by a certain date, try to do this straight away if you can. You may not get the discount if you miss the date.
3. If you were not entitled to a qualifying benefit on 21 August 2022 but are later awarded benefit that is backdated to

before that date, you will still be entitled to a rebate – this should be identified automatically.

4. The government accepts that not all low-income high energy cost households will be identified through data matching. 'Unmatched households' should receive a letter inviting them to call the Warm Home Discount Helpline on 0800 107 8002 to check if they qualify.

Effect on other payments

The Warm Home Discount will not affect any Cold Weather Payment, Winter Fuel Payment or other benefits or payments you receive.

6. If you don't qualify under the core groups – Industry Initiatives

As well as providing direct support towards energy bills in the form of a £150 rebate for eligible customers, indirect support may also be available. Third parties acting on behalf of energy suppliers offer services to reduce fuel poverty and its impacts - these are known as Industry Initiatives.

You may be able to benefit under this element of the scheme even if you don't buy your energy from a participating supplier. Speak to any participating energy supplier about the Industry Initiatives they offer.

Note that you may also qualify for other sources of help with your fuel bills – [contact Live Well Greenwich](#) to find out what help and support may be available .

7. Switching suppliers – will you still qualify?

You will still get the discount if:

- you satisfied the eligibility conditions under core groups 1 or 2 on 21 August 2022 (for winter 2022-23)
- your old energy supplier was part of the Warm Home Discount scheme.

If so, your previous supplier has an obligation to ensure that you receive the discount even

though you're no longer a customer. Contact them to check they still have your contact details and when you will receive the rebate.

If you were not with a participating energy supplier on 21 August 2022 and subsequently switch to a participating supplier, you won't qualify for a discount in winter 2022-23, but may in future years.

Note: get advice before switching suppliers to check that you would be better off, particularly if you are already on a fixed tariff. Contact [Live Well Greenwich](#) (0800 470 4831).

8. If your energy provider closes

If your supplier closes, your account will be automatically transferred to a new provider chosen by Ofgem. [Ofgem](#) and [Citizens Advice](#) websites include useful information about your rights should this happen to you. You may still get the Warm Home Discount from the new supplier – contact them to check if you're eligible.

6. Further advice and support

Live Well Greenwich Line
0800 470 4831

Monday to Saturday, 8.30am to 6pm
<https://livewellgreenwich.org.uk/>

Contact this council service for support and signposting on staying warm and well this winter, feeding you and your family and, looking after your health and wellbeing.

Warm Home Discount Helpline

0800 107 8002

Monday to Friday 8am to 6pm

Visit GOV.UK: www.gov.uk to find out more.

Citizens Advice Consumer Helpline

0808 223 1133.

Monday to Friday, 9am to 5pm

www.citizensadvice.org.uk/consumer/get-more-help/if-you-need-more-help-about-a-consumer-issue/

Energy Saving Trust

<https://energysavingtrust.org.uk/>

Ofgem

www.ofgem.gov.uk

7. If you need benefits advice

Welfare Rights Service

Public Advice Line 020 8921 6375

Textphone 18001 020 8921 6375

Universal Support Team

020 8921 3333

For help managing your Universal Credit claim:

You can also send an enquiry using an [online contact form](#). Alternatively, visit the Royal Greenwich website (www.royalgreenwich.gov.uk/welfare-rights) to view benefit pages, [download factsheets](#) or use a free [online benefit calculator](#).

The information in this factsheet was correct at the time of writing (December 2022)



Welfare Rights Service

Woolwich Centre
35 Wellington Street
Woolwich
SE18 6HQ

www.royalgreenwich.gov.uk

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Royal Greenwich Welfare Rights Service

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