

Guide to the

Warm Home

Discount



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EnergyWise

What is the Warm Home Discount?

The Warm Home Discount is a government scheme that provides people who are eligible with a discount to their energy bill. It has been designed to help reduce costs for those living on a low income or pension over the winter months.

If you're eligible, you'll have **£140** credited to your account. Not all energy suppliers are part of the scheme so contact your supplier or EnergyWise on **0800 023 2029** to see if they offer the discount.

If they are not part of the scheme, you may want to switch to a supplier that does take part.

If you need help with switching, get in touch with EnergyWise, here are our details:

- Telephone: **0800 023 2029**
- Email: **energywise@anchor.org.uk**

Or you can visit our website at the address below to help you compare prices: **www.TheEnergyShop.com**

For more information on the Warm Home Discount please visit **anchor.org.uk/WHD**





EnergyWise

Who is eligible for the Warm Home Discount?

Some people will receive the discount automatically, without having to apply. This will be the case if, on 4 July 2021, you met the following 3 conditions:

- 1.** You were with an energy supplier that is part of the scheme. Please visit www.gov.uk/the-warm-home-discount-scheme for the up to date list of suppliers that are part of the scheme. Alternatively, please get in touch with us on **0800 023 2029**.
- 2.** You were receiving the Guarantee Credit element of Pension Credit
- 3.** Your name (or your partner's name) was on the energy bill If you receive the discount automatically

If all the three conditions apply, you'll receive a letter by 10 December 2021 with the details of your application. The letter will state if you need to call the helpline by 21 February 2022 to confirm any details.

You should receive the discount by the end of March 2022 at the latest.

If you are in receipt of Pension Credit Guarantee and you do not receive your letter in December, you can contact the Warm Home Discount Team for more help on **0800 731 0214** Monday to Friday, 8:30am to 4:30pm.

If you don't receive Pension Credit Guarantee, you may still be eligible if:

You're with an energy supplier that is part of the scheme

You're on a household income of less than £16,190 and/or you receive certain means-tested benefits

Please get in touch with EnergyWise on **0800 0232029** to see if you are eligible, or see the list on our website, as each supplier has their own criteria.



EnergyWise

How do I apply?

Contact EnergyWise on 0800 023 2029 with your account number and we will be able to assist with your Warm Home Discount Application.

The scheme opens for applications each year in the autumn and runs until the end of March the following year. The number of discounts available are limited so you need to apply as soon as possible.

Usually the schemes close in December or early January however please note if you are with Utilita their applications are only open between 11-18 August 2021.

If your supplier doesn't offer the discount or they have closed the applications, you may want to switch to a supplier that does.

Please note: If you switch to a new supplier before receiving the discount, you'll need to check if your new supplier offers it, and you will need to apply for the discount again.

If you also receive Cold Weather Payment or Winter Fuel Payment, these will not be affected by your application for the Warm Home Discount.





EnergyWise

How can EnergyWise Help?

EnergyWise can help you to stay warm this winter by:

- supporting you to apply for the Warm Home Discount through your energy supplier
- save you money by helping you to switch energy supplier or tariff to the cheapest deal
- look into any excessive bills or problems with your energy supplier
- offer energy saving hints and tips such as how to use your heating more efficiently.
- save you money by applying for discounts on water bills and water meter applications
- support customers with Priority Services Register application with utility suppliers

A resident saved £191 simply by switching her electricity supplier. The advisor also provided information about the Warm Home Discount and she was able to claim an additional £140 on her energy bill, even though she is not in receipt of any benefits. As a result the customer has now been able to reduce her monthly payments and "feels a weight has been lifted from her shoulders".

Warm Home Discount - Frequently Asked Questions

What is the Warm Home Discount?

The Warm Home Discount is a one-off £140 payment applied to eligible customers' electricity bills. It has been designed to help reduce costs for those living on a low income or in receipt of benefits.

What information do I need to provide to apply for the Warm Home Discount?

You will need the following when you contact us:

- your account number provided by your energy supplier
- your name and address
- details of any benefits or income – we can help you calculate your annual household income if you need assistance with this.

I have a Pre-Payment Meter, am I able to apply for the Warm Home Discount?

Yes, you can still get the discount. Please contact us with your Account/Customer reference number and we'll help you apply.

I receive a Winter Fuel Allowance and Cold Weather Payment, are these payments affected if I apply for the Warm Home Discount? No, it won't affect these payments.

I only pay for Electricity with my supplier, can I apply?

Yes, you don't need to have a gas account and the payment will be made to your electricity account.

Will I still receive my Warm Home Discount if I switch suppliers?

If you are eligible to receive the Warm Home Discount payment with your current supplier and are thinking about changing suppliers, you may wish to check that the supplier you are considering moving to also participates in the scheme and that you are eligible under their scheme. Please note not all suppliers are part of the scheme and each supplier may have a different criteria.

Will I need to submit any evidence of proof of income or benefits?

After your application has been submitted, the supplier will get in touch with you and let you know if they need any evidence or further information.

After I have applied for the Warm Home Discount, when will I receive the payment?

Suppliers should credit the account by the end of March.

BeWise is Anchor's range of free services providing practical assistance and support to help you make the most of everyday living:



EnergyWise

Help you find the best energy prices, assistance to switch and information on other services from your energy supplier, such as the Warm Home Discount and Priority Service Register. Contact our EnergyWise advisors on **0800 0232029**.



MoneyWise

Whether you rent or own your home, we can carry out a short eligibility check and assist you to claim any benefits you may be entitled to. Contact our MoneyWise advisors, free and in confidence on **0800 023 4477**.



InsuranceWise



Part of Anchor's wider wellbeing service

Our BeWise services are here to provide practical assistance to residents through welfare benefits advice and our energy advice and switching service. We can also provide advice about how to get online and use the internet.



MoneyWise



EnergyWise



InsuranceWise

