

## How do I apply?

You'll need to contact your supplier to apply.

Applications open at different times for each supplier.

There are a limited number of discounts that each supplier can give, so apply as soon as you can.

If your supplier doesn't offer the discount, 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 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.

## Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

### **For more advice:**

Citizens Advice consumer helpline:

03454 04 05 06

Textphone:

18001 03454 04 05 06

To contact a Welsh-speaking adviser:

03454 04 05 05

Textphone to contact a Welsh-speaking adviser:

18001 03454 04 05 05

[citizensadvice.org.uk](https://citizensadvice.org.uk)

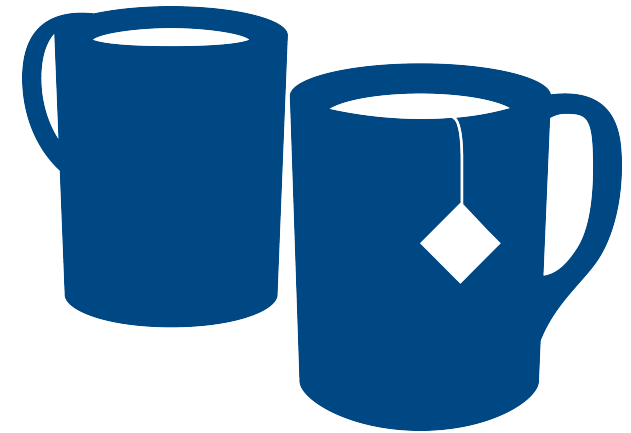


Published October 2018

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

# Have you applied for the Warm Home Discount?

The Warm Home Discount scheme could save you £140 on your energy bill



## 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.

If you're eligible, you'll have £140 directly taken off your bill.

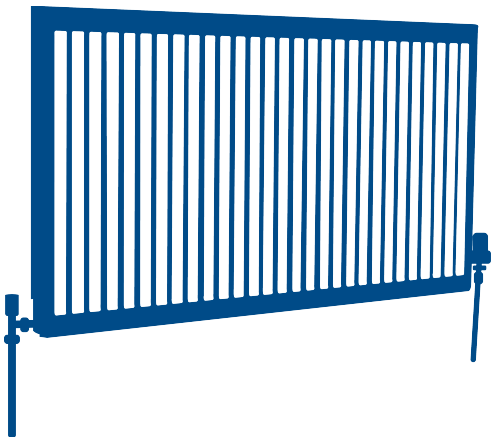
### Not all energy suppliers are part of the scheme

Contact your supplier to see if they offer the discount.

If they don't, you may want to switch to a supplier that does.

For help with switching, visit our switching tool website at the address below:

[energycompare.citizensadvice.org.uk](http://energycompare.citizensadvice.org.uk)



## Am I eligible?

### Many people will receive the discount automatically, without having to apply

This will be the case if, on 8 July 2018, you met the following 3 conditions:

- 1.** You were with an energy supplier that is part of the scheme
- 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, you'll receive a letter by 7 December 2018 with the details of your application.

You'll also need to call the helpline by 28 February 2019 to confirm your details.

You should receive the discount by the end of March 2019.

If you do not receive your letter, you can contact the Warm Home Discount Team for more help:

0800 731 0214  
Monday to Friday, 8:30am to 4:30pm

### If you don't receive the discount automatically, you may be eligible if:

- 1.** You're with an energy supplier that is part of the scheme
- 2.** You're on a low income
- 3.** You receive certain means-tested benefits

You should check with your energy supplier to see if you are eligible, as different suppliers can have different rules about who is eligible.

