



Keep Warm This Winter!

With the cold weather setting in we wanted to make sure you are informed about the help which is available to you should you need it.

The Warm Home Discount Scheme

The Warm Home Discount Scheme (WHD) is paid for by energy suppliers to assist vulnerable energy customers during the winter months. The WHD scheme splits eligible customers into two groups, the 'Core' group and the 'Broader' group.

Core Group Criteria

Support under the Core Group targets older, low income pensioner households. Households in the Core Group will automatically receive the discount on their electricity bill without having to take any action.

The householder qualifies for the 2019-20 Core Group discount if on July 2019 all of the following apply:

- Their supplier was part of the scheme
- Their name (or their partner's) was on the bill
- They were receiving the Guarantee Credit element of Pension Credit (even if they get Savings Credit as well)

The discount for 2019-20 will be £140.

Broader Group Criteria

Householders who feel they may qualify for the WHD under their supplier's Broader Group should submit an application directly to their energy supplier. It is important to bear in mind that there is a cap on the number of households in the Broader Group; therefore some households may not receive the discount even if they meet the supplier's criteria. Different suppliers will also have different qualifying criteria for the Broader Group rebate, therefore, it is possible customers may not qualify for the Broader Group discount if they have changed supplier, even if they have received the discount with a previous supplier.

It is important to remember that customers will have to apply each year for the Broader Group element but some suppliers may send reminders to customers to re-apply.

For more information contact your energy supplier directly.





Winter Fuel Payment

The Winter Fuel Payment is between £100 and £300 tax-free to help pay heating bills for older UK citizens. Winter Fuel Payment is automatically paid if a person gets the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit).

A person qualifies for Winter Fuel Payment if:

- They were born on or before 5 November 1954 (this date changes every year)

Most payments are made automatically between November and December. You should get your money by 13 January 2020.

If you qualify but do not get paid automatically you will need to submit a claim.

Winter Fuel Payment Centre:

Telephone: 03459 15 15 15

Textphone: 0345 606 0285

Monday to Friday 8am – 6pm.

For more information about the Winter Fuel Payment see:

<https://www.gov.uk/winter-fuel-payment/overview>

Cold Weather Payment

Cold Weather Payments are made during periods of very cold weather to help people to pay for extra heating costs. To get a Cold Weather Payment, the average temperature where you live must be recorded as, or forecast to be, 0°C or below for seven days in a row. You may be able to get Cold Weather Payments if you are getting:

- Pension Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit
- Support for Mortgage Interest (SMI) loan

Pension Credit





You'll usually get Cold Weather Payments if you get Pension Credit Income Support and income-based Jobseeker's Allowance You'll usually get Cold Weather Payments if you get Income Support or income-based Jobseeker's Allowance and have any of the following:

- a disability or pensioner premium
- a child who is disabled
- Child Tax Credit that includes a disability or severe disability element
- a child under 5 living with you.

For more information about the Cold Weather Payment see:
<https://www.gov.uk/cold-weather-payment/overview>

The Priority Service Register

If you sign up to your energy supplier's Priority Services Register (PSR), you can get extra help and support with your energy supply.

You are eligible to sign up to the Priority Service Register if:

- You are of state pension age
- You are disabled
- You are suffering from a chronic illness
- You have a visual or hearing impairment

You could also qualify to join the PSR if your movement is restricted or you have difficulty walking or if you're in a wheelchair, if you have a long-term or serious illness, a heart condition, arthritic hands, breathing difficulties or speech problems.

If you sign up to the PSR you could get help with:

- Free advice on being more energy-efficient
- Protection from cold callers with a password protection scheme to keep you safe
- Your meter moved free of charge if it's hard for you to use or read the meter
- A free quarterly meter reading if you can't read your meter
- Have you bills sent to a relative, carer or friend to help you check them
- Receive your bills and meter readings in a braille, large print, audio tape, textphone or typetalk if you're visually impaired
- Receive advance notice if your supply is going to be interrupted
- Priority reconnection if your supply is interrupted
- Alternative facilities for cooking and heating if your supply is interrupted
- Extra help to use your meter or appliances
- Annual gas safety checks





To apply you need to contact your supplier to see if you're eligible to sign up to the PSR. If you have different suppliers for gas and electricity, you'll need to call them both.

Fuel Suppliers Trusts and Hardship Funds

Most of the energy suppliers offer a range of grants and for the most vulnerable customers. At the time of writing this the following suppliers are offering help: British Gas (British Gas Energy Trust), EDF Energy (EDF Energy Trust), E.ON Energy Fund, npower Energy Fund, Scottish Power Hardship Fund and Charis Grants

Charis Grants are a charitable foundation who facilitate and design corporate support frameworks for vulnerable members of society. For further information see:

<http://www.charisgrants.com/>

In Case Of Emergency Winter Checklist

- Food (3-6 day supply, requires little/no cooking, high energy)
- Torch (check batteries regularly)
- Portable radio (check batteries regularly)
- First aid kit
- Spare batteries
- Manual can opener
- Candles
- Waterproof matches
- Medications (3-6 day supply)
- Medications list
- Mobile phone and charger
- Cash

Travel Bag

- Personal hygiene items (toilet paper, sterile wipes, gel hand sanitizer)
- Backup prescription glasses
- Extra change of clothes/warm clothes
- Rain coat
- Walking shoes





- Blanket or sleeping bag
- Water bottles
- Breakfast food or energy bars
- Medications list

Other Preparations

- Petrol tank at least half full
- Spare hearing aid batteries
- Emergency supply of pet food

