



Help for Households

Energy Bills Support Scheme: Helping traditional prepayment meter customers

Many households on traditional prepayment meters are missing out on the government discount being delivered under the Energy Bills Support Scheme.

For all households which are direct customers of an electricity supplier this is being provided in monthly instalments from October 2022 to March 2023.

Traditional prepayment meter customers are being sent vouchers each month by their supplier. The value was £66 in each of October and November, and £67 from November to March. Total £400.

Vouchers expire after 90 days but the customer can ask their supplier to reissue them if lost, not received or expired. All vouchers must be redeemed by 30 June 2023.

The supplier sends information with each voucher advising whether they should be taken to a Post Office or PayPoint. A copy of the envelope is on the reverse of this page.

Some clients may have received their discount via a Special Action Message.

Many vouchers have not yet been redeemed. Please ensure all your clients are asked the questions below and urge them act promptly to gain this credit for their meter.

Any issues, including problems with a supplier's helpline can be notified to energy.bills.rebate@beis.gov.uk.

QUESTIONS TO ASK YOUR CLIENTS

- Do you top up your energy prepayment meter at a Post Office or shop?
- Have you received an Energy Bills Support Scheme (EBSS) voucher?
- Have you received the discount via a Special Action Message?
- Have you checked your post, email (including spam) and text messages for a voucher?
- Who is your electricity supplier? Have you contacted your supplier?
- Have you cashed any EBSS vouchers yet? If not, why not?
- It is not too late; you can get EBSS vouchers reissued to you. Contact your supplier.
- Have you received a Warm Home Discount voucher?

If undelivered please return to:
PO Box 2985
Eastbourne
BN21 9AT

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115mm x 235mm
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IMPORTANT DOCUMENTS ENCLOSED
(This is not a bill)