



Scotland Warm Home Discount FAQ

Contents

About the Warm Home Discount Scheme	3
What has changed for winter 2022/23?	3
What is the difference between Scotland and the England and Wales Warm Home Discount Scheme?	3
Why are there different schemes in England and Wales and in Scotland?	4
Key Dates	4
Rebate Value	5
How much is the WHD?	5
How is VAT calculated?	5
Eligibility Criteria	5
Scotland Warm Home Discount Scheme	5
Eligibility Information	6
When can I contact my energy supplier to apply?	6
What are the eligibility criteria?	6
How will I know if I qualify?	7
How will I know if I don't qualify?	8
I qualified last year, why don't I qualify now?	8
My benefits have changed, how will this affect my eligibility under the Broader Group?	8
Will I be eligible for Core Group if I apply for the Pension Credit Guaranteed Credit after 21 August?	9
I live with a relative who is also eligible. Can we each get a discount?	9
I live with my partner whose name is on the energy bill, but I am eligible under the criteria. Will we receive the discount?	9
What if I pay through my landlord? I'm renting/a tenant and my landlord is named on the electricity bill instead of me – am I eligible?	10
What letters can I expect to receive?	10



Why have I not received a letter by mid-January?	10
Why Warm Home Discount letter types and references	10
When can I contact the Helpline to check my eligibility?	11
Moving house or supplier	11
What happens if I move from Scotland to England or Wales or from England or Wales to Scotland?	11
I am eligible and I've moved house, how will I receive the payment?	12
I am eligible and I've switched to a new supplier, will I still receive the payment? 13	
When will I get my payment?	13
I don't know who my supplier is, how can I check this?	13
There is an online tool you can use to confirm your local network operator. They will be able to advise on who your electricity supplier is.	13
Can my payment be applied to my gas account?	13
I'm on a prepayment meter, how will I be paid?	14
I'm eligible and on a pre-payment meter, but have had difficulty getting the payment on my key or have not received a voucher. What can I do?	14
How is the WHD rebate credited on smart meters, and pre-payment smart meters? What happens if a PPM smart meter customer switches to another supplier?	14
My electricity bill does not come to £150 in a quarter. Does this mean I will lose the remaining amount if I don't use the £150 quickly enough?	14
I have been told that I am eligible for a rebate but haven't yet received my payment, whom can I speak to?	14
I am eligible for a rebate under Core Group, but my supplier has failed. Will I receive a rebate?	15
I applied for a Broader Group rebate, but my supplier has failed. Do I need to apply to my new supplier?	15
What other support can I get	16
Can I receive a discount under the Warm Home Discount and still receive the £400 energy bill rebate?	16
Can I receive a discount under the Warm Home Discount and still receive the £650 Cost of Living Payment, £300 Pensioner Cost of Living Payment, and/or £150 Disability Cost of Living Payment?	16
Further Support	16
Park Homes	17



About the Warm Home Discount Scheme

What has changed for winter 2022/23?

From this winter 2022/23, the Warm Home Discount has been expanded to support more households across Great Britain.

The value of the rebates has increased from £140 to £150.

There are now two separate schemes – a Warm Home Discount scheme in Scotland and a Warm Home Discount scheme in England and Wales. Your eligibility for a rebate depends on where you live.

In Scotland, we have largely continued the current scheme to support low-income pensioners through the Core Group and other low-income and vulnerable households through the Broader Group.

What is the difference between Scotland and the England and Wales Warm Home Discount Scheme?

Scotland Warm Home Discount Scheme	England and Wales Warm Home discount Scheme
Overview Is mainly a continuation of the previous scheme in Great Britain.	Overview Has changed this year. We have replaced the Broader Group with a new Core Group 2 (see below).
Core Group customers (or their partner) who are in receipt of the Pension Credit Guarantee Credit on the qualifying date. These customers will be sent a letter between November and January at the latest.	Core Group 1 customers who are in receipt of the Pension Credit Guarantee Credit. The Group will be sent a letter between November and January.
The Broader Group customers are low-income and vulnerable customers who don't qualify for the Core Group will still need to apply for the rebate by applying to their energy suppliers' schemes. We therefore advise households to contact their supplier as soon as their supplier launches the Broader Group Scheme	Core Group 2 customers (or their partner) are in receipt of a qualifying means-tested benefit or tax credit and have been identified as living in a property with high energy costs based on their property characteristics. Like for Core Group 1, they will be provided a rebate mostly automatically. Eligible and



	potentially eligible customers will receive a letter between November and January.
--	--

Why are there different schemes in England and Wales and in Scotland?

To date the Warm Home Discount scheme has applied across Great Britain.

We have reformed the scheme in England and Wales to provide more rebates automatically and improve the targeting of support.

These reforms have not been possible in Scotland due to differences in the way data is held, so there is a separate scheme in Scotland.

The Warm Home Discount scheme in Scotland will continue the automatic rebates to low-income pensioners and the Broader Group process for low-income and vulnerable households applying to their energy supplier for a rebate.

Key Dates

Key Dates	Event timelines
21 August 2022	This is the qualifying date for a Core Group rebate. Therefore, if you, or your partner, were in receipt of Pension Credit Guarantee Credit on that date (or your benefit backdates to that date) and you were a customer of a participating supplier on that date, you will qualify for a rebate.
14 November 2022	The WHD helpline will reopen for the 2022/23 scheme year and is for Core Group customers in Scotland. Broader Group customers in Scotland should contact their energy supplier instead, as the helpline cannot help with Broader Group applications.
November 2022 and January 2023	Letters will be sent to qualifying Core Group customers between November and January. The letter will confirm that they are eligible for an automatic rebate or advise them to call a helpline to check if they are eligible.
Mid-January 2023	If Core Group customers have not received a letter but they think they should be eligible for a rebate under Core Group,



	they should check gov.uk for more information on eligibility and contact the helpline: https://www.gov.uk/the-warm-home-discount-scheme
28 February 2023	Deadline for calling the Helpline to claim a rebate. If Core Group customers are advised to call the helpline, it is important that they do so by the deadline.
31 March	The supplier will apply the rebate no later than 31 March 2023 . The rebate is paid on the electricity bill. If you receive both electricity and gas from one supplier (known as a 'dual fuel' account), you may be able to request your supplier to provide the rebate on your gas bill. Please contact your energy supplier as the Government helpline cannot help with payment issues.

Rebate Value

How much is the WHD?

The Warm Home Discount is increasing from £140 to £150 per household.

How is VAT calculated?

When calculating a customer's energy bill, energy suppliers firstly calculate all the individual elements before applying VAT to the total. VAT for electricity is 5%.

As VAT is calculated separately, the rebate may appear on your bill as £142.86. The net impact on your overall bill is however £150.

Eligibility Criteria

Scotland Warm Home Discount Scheme

- Core Group:
 - Customers in receipt of the Pension Credit Guarantee Credit on the qualifying date, which is 21 August 2022.



- The eligibility criteria has not changed from last winter. Eligible households will be sent a letter between November 2022 and mid-January 2023 at the latest.
- The rebate will be paid by the company who supplied the customer's electricity on the qualifying date **21 August 2022**.
- The rebate may be credited at any point until **31 March 2023**.
- Broader Group:
 - Low income and vulnerable customers in Scotland who don't qualify for Core Group will still need to check eligibility with their energy supplier as soon as possible and apply for the rebate under the Broader Group. Your energy supplier will set out eligibility criteria and processes for awarding rebates.

Eligibility Information

When can I contact my energy supplier to apply?

If you are eligible for a Core Group rebate, you will be sent a letter between November 2022 and mid-January 2023 at the latest. In most cases, you will receive your rebate automatically and will not need to do anything. If the letter asks you to contact the helpline to confirm your eligibility, it is important you do so before the deadline, or you will not receive a rebate.

Customers in Scotland who don't meet the eligibility criteria for Core Group will need to apply to their energy supplier for a rebate under the Broader Group. Your energy supplier will set their own application processes and may set their own eligibility criteria, so you should check their website and contact them as soon as possible.

Please note the Government helpline cannot help with Broader Group queries.

What are the eligibility criteria?

Core Group

As in previous years, customers in receipt of the Guarantee Element of Pension Credit on the qualifying date of 21 August will be eligible for a rebate and the majority will receive their rebate automatically.

If you are a Core Group customer, you will receive a letter between November 2022 and mid-January 2023 confirming either you will receive the rebate automatically or you need to call a helpline by a deadline to confirm your eligibility.



To Qualify:

- your energy supplier is part of the scheme
- your (or your partner's) name is on the electricity bill or account
- you or your partner are in receipt of the Guarantee Credit element of Pension Credit on the qualifying date of 21 August 2022.

Broader Group

All participating suppliers must include certain means-tested benefits in their eligibility criteria for the Broader Group.

Energy suppliers may set their own additional eligibility criteria for the Broader Group, subject to approval by Ofgem. Please note eligibility may change depending on which supplier you are with. **You will need to check with your energy supplier the eligibility criteria they use and how to apply for a rebate.** You may need to apply this year even if you applied and received a rebate last year.

The number of discounts suppliers are obligated to give is limited. Check with your supplier as early as possible to see if you're eligible and how to apply, even if you were eligible for a discount last year. Your electricity supplier decides who can get the discount and they will confirm if your application was successful. Your electricity supplier will apply the discount to your bill by **31 March 2023**.

To Qualify:

- your energy supplier is part of the scheme
- you meet the eligibility criteria of your energy supplier

To get the discount you will need to stay with your supplier until the discount has been paid.

How will I know if I qualify?

Core Group:

Government will send a letter to each household that qualifies for the Warm Home Discount. The letters will be sent between November 2022 and mid-January 2023 at the latest, confirming whether you are eligible for a rebate and if you need to do anything.

Broader Group:

Your electricity supplier decides who can get the discount.



The number of discounts suppliers can give is limited. **Check with your supplier as early as possible to see if you're eligible and how to apply.**

Check with them even if you were eligible for a discount last year.

You will need to **submit an application through your energy supplier**. They will confirm if your application was successful.

How will I know if I don't qualify?

Core Group:

Letters will only be sent to customers who qualify for Core Group on the qualifying date of 21 August 2022.

If you have not received a letter by mid-January 2023 but you believe you should be eligible, please check <https://www.gov.uk/the-warm-home-discount-scheme> for information on eligibility and how to contact the helpline.

Broader Group:

You will need to **submit an application** through your energy supplier. They will confirm if your application was successful.

I qualified last year, why don't I qualify now?

Core Group:

If your circumstances changed before 21 August 2022, for instance you stopped receiving Pension Credit Guarantee Credit or you (or your partner) are no longer the bill payer for your electricity supply, you may no longer be eligible and will not receive a letter. We provide information on further assistance further down the FAQ.

Broader Group:

Energy suppliers review their eligibility criteria every year. Your energy supplier may have amended their eligibility criteria. Check your energy supplier's website for more information.

My benefits have changed, how will this affect my eligibility under the Broader Group?



If your benefits have changed, this may affect your eligibility for a rebate. Your energy supplier sets the process for awarding rebates under the Broader Group and may set their own eligibility criteria. We advise checking with your energy supplier to confirm their eligibility criteria.

Will I be eligible for Core Group if I apply for the Pension Credit Guaranteed Credit after 21 August?

You will need to be in receipt of the Pension Credit Guarantee Credit on the 21 August 2022 to be eligible for a rebate.

If your claim for the Pension Credit Guarantee Credit was backdated to 21 August or before, and therefore you become eligible, you will be contacted by letter about the rebate by mid-January 2023.

Can I backdate my Pension Credit claim and still be eligible for the scheme this year?

You may be able to backdate your Pension Credit Guarantee Credit claim by 3 months. If your claim is backdated to 21 August 2022 or earlier, [you may become eligible for the scheme.](#)

I live with a relative who is also eligible. Can we each get a discount?

The scheme is designed to give a consistent level of support to all recipients with one discount per electricity bill. Each eligible household should only receive one rebate.

I live with my partner whose name is on the energy bill, but I am eligible under the criteria. Will we receive the discount?

Under Core Group, either you or your partner can be in receipt of Pension Credit Guarantee Credit, so long as one of you are listed on the electricity bill or account of a participating supplier. You will need to check with your energy supplier concerning eligibility for a Broader Group rebate.



What if I pay through my landlord? I'm renting/a tenant and my landlord is named on the electricity bill instead of me – am I eligible?

You (or your partner) must be named on the electricity bill or account with a participating energy supplier to be eligible for a rebate. If you are not named on the electricity bill or account, then you are not eligible for a Warm Home Discount rebate. The only exception is if you are incapacitated and have nominated a DWP Appointee, who is then listed on the bill.

However, it is not a requirement for you to be listed as the sole account holder, as you can be listed jointly alongside another account holder or bill payer's name. You therefore may wish to speak to your landlord to see if you could be listed on the electricity bill or account.

I live in the borders, how will I know if I am eligible in England & Wales or Scotland?

To see if your postcode is a Scottish address, you can use the [Scottish Postcode Directory \(SPD\) | National Records of Scotland \(nrscotland.gov.uk\)](#). DWP use this database for determining Scottish postcodes for the Core Groups. It is better to use the full postcode to check where you may be eligible.

Letters

What letters can I expect to receive?

Core Group:

You will be sent a letter between **November and mid-January 2023**.

Broader Group:

If you have submitted an application for the Warm Home Discount through your energy supplier, all correspondence will be subject to their communication methods. It may be worth checking your supplier's website to confirm how they will be in touch.

Why have I not received a letter by mid-January?

If you have not received a letter by mid-January, it is likely to be because your property does not meet the high-cost criteria.

Why Warm Home Discount letter types and references

In total there are 28 letter references. There are six main letter types with variations, as outlined below. The letter references can be found at the top left of the letters.



Core Group 1 (England and Wales) and Core Group (Scotland)

Letter reference	Type	Summary
WHDS1	Matched	The customer was in receipt of Pension Credit Guarantee Credit (PCGC) on the qualifying date and has been matched with a participating supplier and is therefore eligible for a rebate under Core Group 1 (England and Wales) or Core Group (Scotland). The customer does not need to take any action.
WHDS2	Unmatched	The customer was in receipt of PCGC on the qualifying date but has not been matched with a participating supplier. The customer is advised to call the helpline before the deadline to establish if they are eligible under Core Group 1 (England and Wales) or Core Group (Scotland). They will need an electricity bill or statement to confirm the bill payer's name and account number.

Contacting the Warm Home Discount helpline

When can I contact the Helpline to check my eligibility?

The Helpline is available for Core Group customers only. If you think you are eligible under the Core Group and have not received a letter by mid-January 2023 but you think you should be eligible, please check <https://www.gov.uk/the-warm-home-discount-scheme>, which will include information on how to contact the helpline.

The helpline opens on the 14 November 2022. The helpline will close to new claims on 28 February 2023.

Moving house or supplier

What happens if I move from Scotland to England or Wales or from England or Wales to Scotland?

The outcome may vary according to how you were eligible for a rebate:



- **Core Group in Scotland and Core Group 1 in England and Wales:**
Eligibility for a scheme is based on the country of residence on the qualifying date. If you lived in Scotland on the qualifying date, you will be eligible under the scheme in Scotland for that scheme year. Whereas, if you lived in England or Wales on the qualifying date, you will be eligible under the scheme in England & Wales for that scheme year. Your supplier on the qualifying date is responsible for providing you with the rebate. If you have moved or switched your electricity supply since then, you can contact your old supplier to confirm how they will issue your discount.
- **Core Group 2:** If you were eligible under Core Group 2 on the qualifying date and lived in England and Wales, the company who supplied your electricity on the qualifying date is responsible for providing you with a rebate under Core Group 2. If you have moved or switched your electricity supply since then, you can contact your old supplier to confirm how they will issue your discount. If you move from England and Wales to Scotland before the qualifying date, you will not be eligible under Core Group 2, but you may be eligible under the Broader Group in Scotland.
- **Broader Group:** If you apply for the Broader Group in Scotland, then move to England and Wales, you may no longer be eligible for a rebate if your supplier has not yet already credited your account. A supplier may provide the discount at any time until 31 March 2023.

I am eligible and I've moved house, how will I receive the payment?

Core Group:

The rebate will be paid by the energy company who supplied your electricity on the 21 August 2022. If you move house after the 21 August 2022, please contact your electricity supplier to confirm your new address and arrange payment. If you also change supplier, we advise contacting your old electricity supplier to confirm the arrangements.

Broader Group:

If you change supplier when you move house, energy suppliers are not obligated to issue the Warm Home Discount when a customer switches away before the credit is applied to their account or meter. It may be worth checking your supplier's website to confirm their policy regarding switching suppliers.



I am eligible and I've switched to a new supplier, will I still receive the payment?

Core Group:

The rebate will be paid by the energy company who supplied your electricity on the 21 August 2022. If you have switched your electricity supply since then, you can contact your old supplier to confirm how they will issue your discount.

Broader Group:

Once a Broader Group customer has applied for the Warm Home Discount during a scheme year then they need to stay with their supplier until they receive the rebate. If a customer switches before receiving the rebate, then their supplier is under no obligation to provide them with the £150.

Energy suppliers are not obligated to issue the Warm Home Discount when a customer switches away before the credit is applied to their account or meter. It may be worth checking your supplier's website to confirm their policy regarding switching suppliers.

Payment methods and issues

When will I get my payment?

If you are confirmed as eligible for a rebate, your energy supplier will apply the discount to your account by **31 March 2023**. For any payment issues, please contact your supplier.

I don't know who my supplier is, how can I check this?

There is an [online tool](#) you can use to confirm your local network operator. They will be able to advise on who your electricity supplier is.

Can my payment be applied to my gas account?

If your electricity supplier also supplies the gas to your property, they may be able to apply the discount to your gas account. You will need to contact them to let them know you'd like the payment issued to your gas rather than electric.

Please note the Government helpline cannot help with this or other payment issues.



I'm on a prepayment meter, how will I be paid?

Your electricity supplier is responsible for providing the discount. This may be directly to your meter or through credit or a voucher to top up your meter.

I'm eligible and on a pre-payment meter, but have had difficulty getting the payment on my key or have not received a voucher. What can I do?

If you have had difficulty in receiving your rebate on your pre-payment key or have not received your voucher having been told that you are eligible, then please contact your electricity supplier. This is likely to be a technical issue they can help to resolve. Please note that the Government helpline cannot help with payment issues.

How is the WHD rebate credited on smart meters, and pre-payment smart meters? What happens if a PPM smart meter customer switches to another supplier?

Please contact your supplier for detailed information on their payment process for awarding your WHD rebate. In many cases, suppliers will credit your energy account with the rebate or send you a voucher.

My electricity bill does not come to £150 in a quarter. Does this mean I will lose the remaining amount if I don't use the £150 quickly enough?

The Warm Home Discount rebate should not disappear from your account if you do not use the £150 within a quarter. Any unused credit from one quarter will be carried over into the next quarter until it has been used up. For any payment queries, please contact your energy supplier.

I have been told that I am eligible for a rebate but haven't yet received my payment, whom can I speak to?

All payment queries should be directed to the energy supplier. The helpline cannot help with payment issues. Energy Suppliers have until 31 March 2023 to provide the rebate to all eligible customers



I am eligible for a rebate under Core Group, but my supplier has failed. Will I receive a rebate?

Where an energy company exits the market, its customers will usually be transferred to a new supplier as part of Ofgem's Supplier of Last Resort process. We would expect your new supplier to provide you with the rebate. For further information, you should check with your new energy supplier.

I applied for a Broader Group rebate, but my supplier has failed. Do I need to apply to my new supplier?

Where an energy company exits the market, its customers will usually be transferred to a new supplier as part of Ofgem's Supplier of Last Resort process. You should check with your new supplier as soon as you can whether you need to re-apply for a Broader Group rebate.

Why doesn't my supplier offer Broader Group rebates?

Most energy suppliers are obligated to participate into the scheme. You should check with your energy supplier (or on their website) whether they are participating in the scheme and offering Broader Group rebates.

If your supplier is an obligated participating supplier, they will be expected to provide Broader Group rebates to eligible customers, but the scheme is on a first come first served basis.

In exceptional cases, some suppliers may not offer the Broader Group rebates, for instance if they have voluntarily opted into the Warm Home Discount scheme, or if they have few customers in Scotland. Instead, they may fund alternative measures to support customers known as 'Industry Initiatives'. If this is the case, you should check with your supplier to find out what help is available.

When will the Scotland information be updated on .gov.uk?

Information on the Warm Home Discount scheme in Scotland will be updated on <https://www.gov.uk/the-warm-home-discount-scheme> following the Parliamentary approvals and the coming into force of the regulations, which is expected by the end of October.



What other support can I get

Can I receive a discount under the Warm Home Discount and still receive the £400 energy bill rebate?

The £400 discount to households provided under the Energy Bill Support Scheme is separate to the Warm Home Discount. If you are eligible for both, you will receive both discounts separately.

Can I receive a discount under the Warm Home Discount and still receive the £650 Cost of Living Payment, £300 Pensioner Cost of Living Payment, and/or £150 Disability Cost of Living Payment?

The Cost of Living Payments and Warm Home Discount are independent and have separate eligibility criteria. If you are eligible for both, you will receive both payments separately.

Further Support

- Further advice on help with your energy bills can be found here <https://helpforhouseholds.campaign.gov.uk/help-with-your-bills/>
- For further advice on the support available for improving your energy efficiency and reducing your energy bills, you can contact www.homenergyscotland.org or call 0808 808 228.
- The Citizens Advice network is Scotland's largest provider of free, impartial and confidential advice. People can get help from their local Citizens Advice Bureau or check advice online at www.citizensadvice.org.uk/scotland/. Citizens Advice Scotland offer a 'Money Map' which brings together a host of online information on how people can boost incomes, reduce costs, and manage their money. Visit www.moneymap.scot for more. They also provide a council tax savings tool which allows you to check if you are entitled to any council tax reductions, exemptions, and discounts. Visit www.checkmycounciltax.scot/ for more. [Advice Direct Scotland](#) provide free, practical advice and information on energy-related matters.
- You may also wish to ask your energy supplier to add you onto their Priority Services Register, which provides additional support for vulnerable households, such as priority support in an emergency and a nominee scheme for communications and bills.
- Other support may be available. For instance, British Gas Energy Trust are an independent charitable trust supporting households across England, Wales, and Scotland. You don't need to be a customer of British Gas. More information can be found at <https://www.britishgas.co.uk/energy/british-gas-energy-trust.html>



Park Homes

We expect that the Park Homes Warm Home Discount scheme for winter 2022/23 will open in **autumn 2022**. Customers can register their interest for the 2022/23 scheme year at: <https://www.parkhomeswhd.com/>

Once the scheme is open, you will need to demonstrate that you are permanent park home resident in England, Scotland or Wales and meet the eligibility criteria. If you are successful, you will receive a one-off payment of £150 towards your electricity bill. You can apply for the Park Homes WHD if you are resident on a Park Home site and pay for your electricity through your park, or as part of your pitch fees.

There is finite funding available, and all applications will be reviewed in order of date received up until the scheme closes. **Once the allocated number of applications is reached, the scheme will close.**