Help with Energy and Water costs
Date: February 2022

Help with Energy and Water costs

Some energy providers can help vulnerable people on low incomes.

Generally, this scheme is for:

- those age 75 or over who receive the guarantee credit element of pension credit;
- and those on a low income.

However, you can still ask your energy supplier if they are able to help. There are around 18 energy providers in this actual scheme. This is called the warm homes discount scheme and it does not affect the cold weather or the winter fuel payment. For more information you can go to the government website: gov.uk/the-warm-home-discount-scheme/overview

Cold weather payment

You may get Cold Weather Payments if you’re getting:

- Pension credit
- Income support
- Income based Jobseekers Allowance
- Income-related Employment and Support Allowance
- Universal credit

Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days. You should receive this payment if within your benefit you receive an amount for:

- a severe or enhanced disability premium
- a 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

You’ll get a payment of £25 for each 7 day period of very cold weather between 1 November and 31 March.

You should automatically receive these payments but ring your job centre if you qualify and have not received them. If you receive universal credit, call on 0800 328 9344.

gov.uk/cold-weather-payment
**Winter Fuel Payment**

You could get between £100 and £300 tax-free to help pay your heating bills if you were born on or before 5 January 1953. This is known as a ‘Winter Fuel Payment’.

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

You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction or Child Benefit).

If you qualify but don’t get paid automatically, you’ll need to make a claim, please ring Winter Fuel Payments helpline for new claimants:

- Telephone: 0800 731 0160
- Textphone: 0800 731 0464
- Monday to Friday: 8:30am to 6.00pm
- [gov.uk/winter-fuel-payment](https://www.gov.uk/winter-fuel-payment)

**Winter Fuel Payment**

**The Simple Energy Advice** website has information about ways to help you save money with things like upgrading an old boiler or insulation. You can call on 0800 444202

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

It also has a section where you can look locally and nationally for help with paying your bill or replacing windows, insulation or boilers.

**The British Gas Energy Trust** is an independent charitable trust funded by British Gas. It can provide help regardless of who provides your energy

[britishgas.co.uk/energy/british-gas-energy-trust](https://www.britishgas.co.uk/energy/british-gas-energy-trust)

**Fuel vouchers**

If you have a pre-payment meter and cannot afford to top it up, you may be able to get a fuel voucher from your local council

[gov.uk/find-local-council](https://www.gov.uk/find-local-council)
Watersure

The WaterSure scheme is available for some people with a water meter. It allows you to have your bills capped. This is to make sure that you don’t cut back on how much water you use because they are worried about how you will pay your bill. You have to be getting a qualifying benefit, and in addition, you have to be responsible for three or more children under 19 in full time education who live with you; OR you or someone living with you must have a medical condition that significantly increases the amount of water used. If you qualify for WaterSure, you will pay no more than the average household bill for your company, even if you use more than the average amount of water.

unitedutilities.com/watersure

The Down's Syndrome Association

The Down's Syndrome Association provides information and support on all aspects of living with Down's syndrome. We also work to champion the rights of people with Down's syndrome, by campaigning for change and challenging discrimination. A wide range of Down's Syndrome Association publications can be downloaded free of charge from our website.

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